Manitoba

Annual Report 1990-91

Manitoba Family Services

Includes 10% post-consumer waste

92-03758/

Minister of
Family Services

Room 357
Legislative Building
Winnipeg, Manitoba, CANADA
R3C 0V8

December 31, 1991

His Honour George Johnson
Lieutenant-Governor
Province of Manitoba

May It Please Your Honour:

I have the pleasure of presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1990/91.

Respectfully submitted,

Harold Gilleshammer

Manitoba

Deputy Minister of
Family Services

Winnipeg, Manitoba, CANADA
R3C 0V8

December 31, 1991

The Honourable Harold Gilleshammer
Minister of Family Services
357 Legislative Building

Sir:

I have the honour of presenting herewith the Annual Report of the Department of Family Services of the Province of Manitoba for the year 1990/91.

The Department of Family Services was created in April 1989, bringing together a broad range of human support services formerly in the Departments of Community Services and Employment Services and Economic Security.

The department achieved considerable progress during 1990/91 in pursuing the mission, goals and objectives it established during 1989/90, its initial year of operation.

In particular, funding support for day care centres and homes was increased significantly during 1990/91, to implement the recommendations of the working group on child day care. A working group on community living was established to examine ways of improving the independence and quality of life of Manitobans living with a disability. The department also provided first-time funding to six rural second-stage housing projects, to help provide counselling and support services to abused women re-entering the community.

In the coming year, the department plans to build upon its accomplishments, maintaining vital social services for Manitobans who are vulnerable or in need, while supporting clients' efforts to become more self-sufficient.

Respectfully submitted,

Roxy Freedman

Roxy Freedman

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Mission and Goals

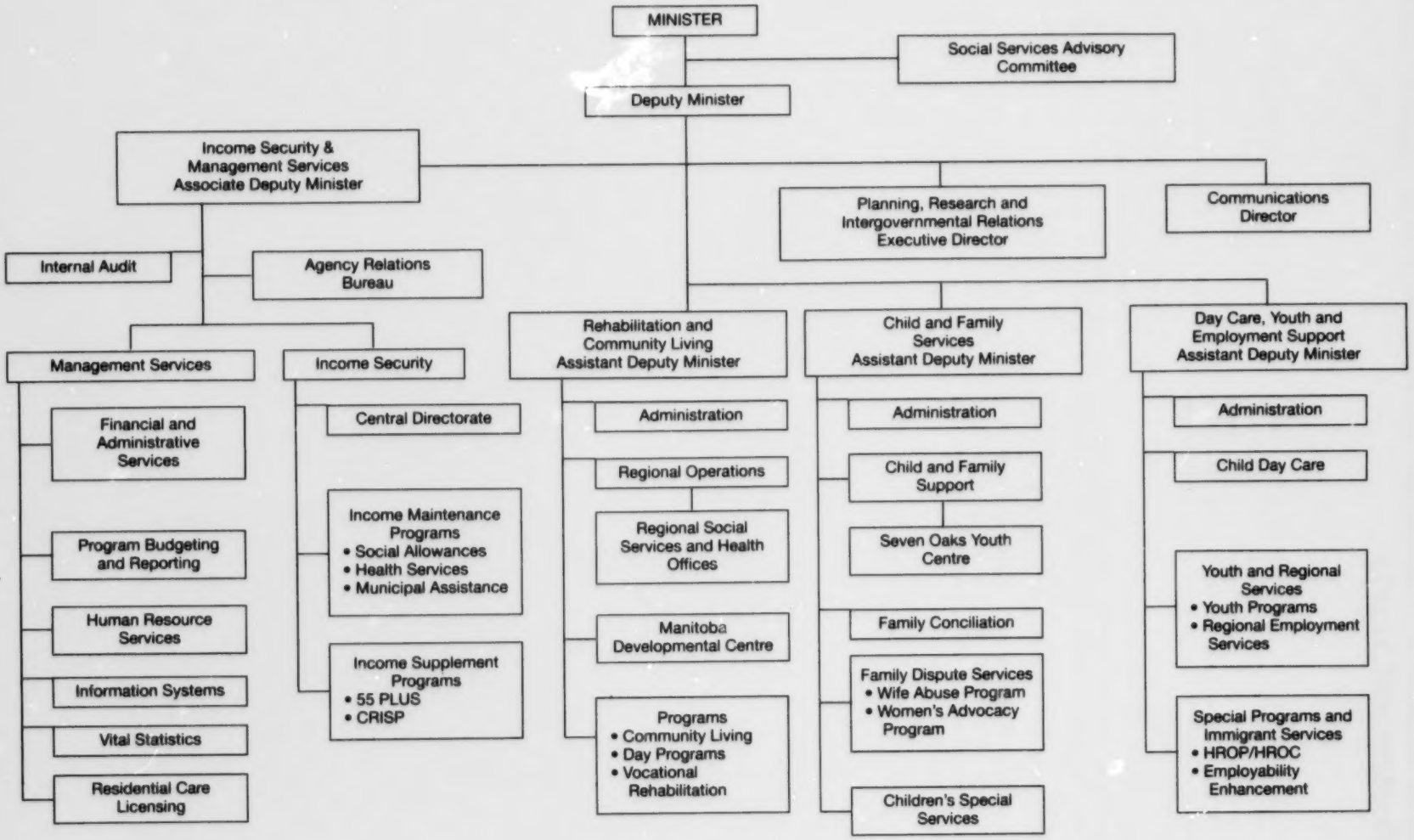
The mission of the Department of Family Services is to strengthen and support Manitoba families, ensuring the provision of financial assistance and social services which protect and assist Manitobans in need, in a manner which fosters self-reliance and reduced dependency.

The goals of the department are:

- to ensure that Manitobans' basic needs for food, clothing, shelter, safety and care are met while encouraging and supporting efforts to reduce dependency and enhance self-sufficiency;
- to protect children and to ensure the well-being of vulnerable adults, providing a wide range of alternate or institutional care for those requiring such services;
- to promote and support independent living and participation in the community for Manitobans with mental or physical disabilities;
- to assist families in times of stress or difficulty in maintaining their integrity, resolving their own problems, and fulfilling their responsibilities; and
- to help social assistance recipients, persons with disabilities and other Manitobans facing serious barriers to stable employment adapt to, and participate in, the province's work force.

Organization Chart – Department of Family Services

at March 31, 1991



Overview

The Department of Family Services was created on April 21, 1989, as part of a reorganization of departmental structures and responsibilities in a number of areas of the Manitoba government. The new department brings together services and programs which were previously the responsibility of the former Departments of Community Services and Employment Services and Economic Security.

Since its creation, the new department has been reorganized to enhance the management of the comprehensive range of programs and services it delivers. For the 1990/91 fiscal year, the department was organized into four operating divisions: Income Security and Management Services; Rehabilitation and Community Living; Child and Family Services; and Day Care, Youth and Employment Support. The central functions of the department include: Executive Support in the offices of the Minister and Deputy Minister; and two branches, Communications and Planning, Research and Intergovernmental Relations, which provide support to all areas of the department. An independent appeals body, the Social Services Advisory Committee, reports directly to the Minister.

The department delivers services throughout the province through several networks of regional offices. The two major regional service systems are the Income Security District Offices, which deliver the Social Allowances Program, and the combined Health and Family Services Regional Offices, which provide a range of social services. Maps of these regional systems are provided following this introduction. Regional employment-related program and service delivery is also provided through Regional Employment Services offices, Human Resources Opportunity Centres and the Human Resources Opportunity Program.

The statutory responsibilities of the Minister of Family Services are as follows:

- *The Change of Name Act*;
- *The Child and Family Services Act*;
- *The Community Child Day Care Standards Act*;
- *The Department of Labour Act (as it applies to employment services)*;
- *The Marriage Act*;
- *The Mental Health Act* - Part II;
- *The Parents Maintenance Act* (Section 10);
- *The Social Allowances Act*;
- *The Social Services Administration Act*; and
- *The Vital Statistics Act*.

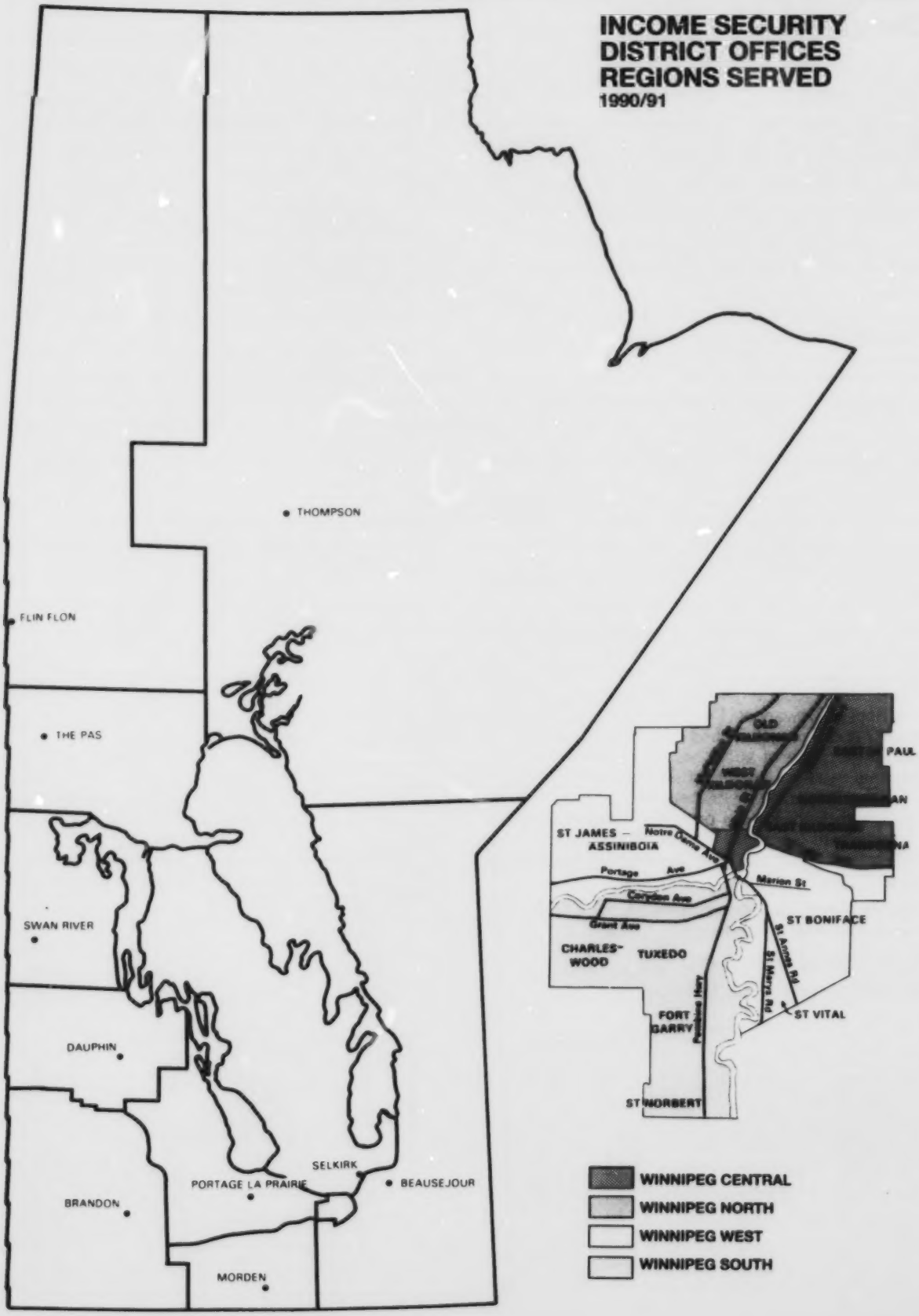
Three of these statutes - *The Social Allowances Act*, *The Social Services Administration Act* and *The Vital Statistics Act* - require the department to report annually to the Legislature. These reporting requirements for 1990/91 are met by this Annual Report.

Departmental Regions and Population
Province of Manitoba Population by Region and Sex[1] June 1990.

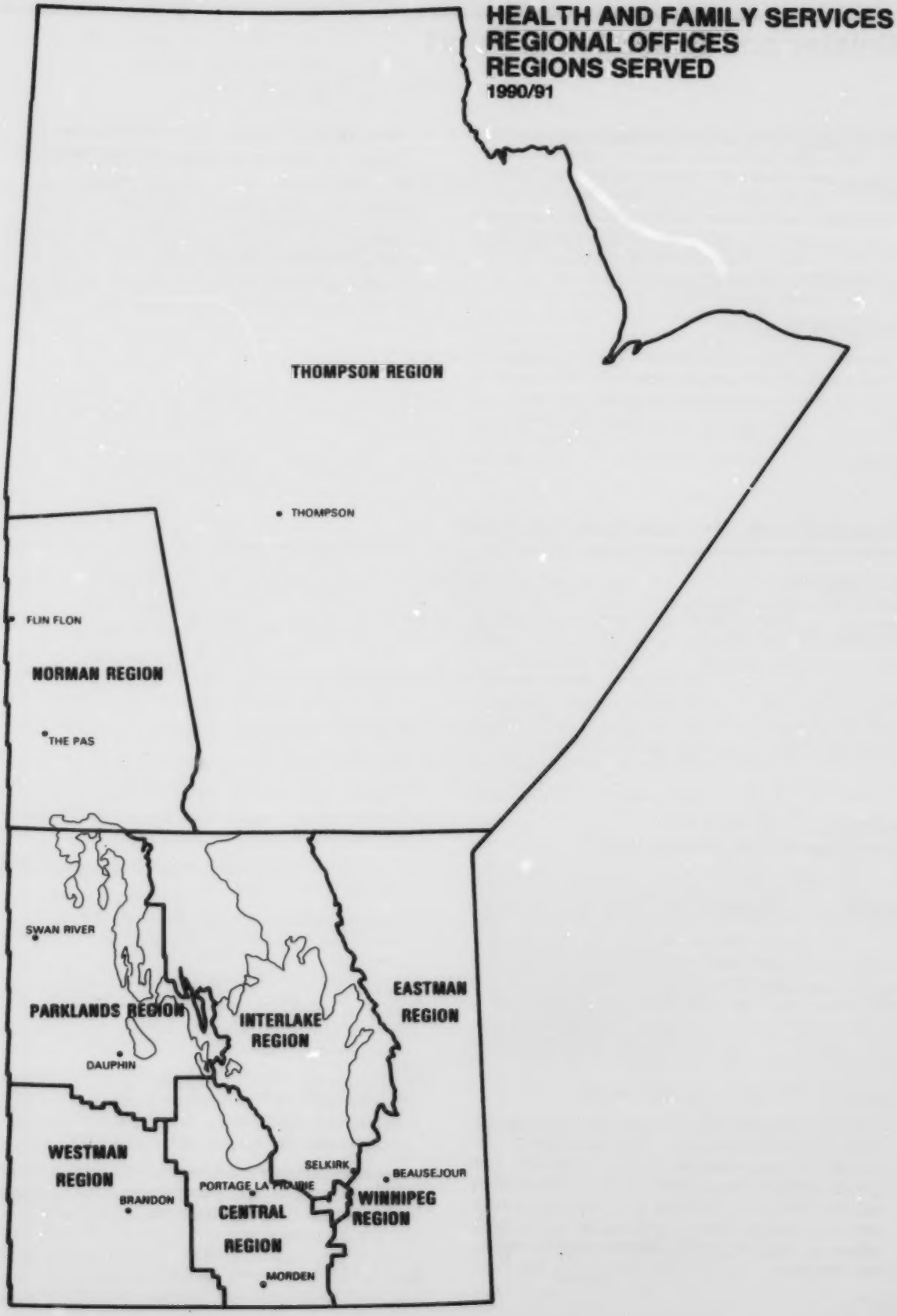
Region	Male	Female	Total
Central	47,607	47,700	95,307
Eastman	44,708	42,867	87,575
Interlake	38,255	36,894	75,149
Norman	12,711	12,130	24,841
Parklands	24,102	23,397	47,499
Thompson	24,820	23,187	48,007
Westman	57,990	59,541	117,531
Winnipeg	308,943	325,993	634,936
TOTALS	**559,136**	**571,709**	**1,130,845**

[1] *Population Estimates are provided by the Manitoba Health Services Commission.*

INCOME SECURITY DISTRICT OFFICES REGIONS SERVED
1990/91



HEALTH AND FAMILY SERVICES
REGIONAL OFFICES
REGIONS SERVED
1990/91



Minister and Executive Support

Specific responsibilities of these areas follow.

Minister

- Provides overall policy direction to the department pertaining to program and financial matters, as they relate to the provision and delivery of services by the department.

Executive Support

- Provides advice to the Minister and leadership to the department on program matters, policy development and resolution of policy issues.
- Interprets and implements government policy through the delivery of departmental programs.
- Ensures effective and efficient management of departmental programs.
- Safeguards the public interest through enforcement of legislation and regulations.
- Ensures effective development and management of the department's human resources.

Expenditures By Sub-Appropriation

09-1A Minister 09-1B Executive Support	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	379,700	11.00	404,400	(24,700)	
Total Other Expenditures	83,300		98,300	(15,000)	

Planning, Research and Intergovernmental Relations

Planning, Research and Intergovernmental Relations provides a central coordination function for policy formulation and the development of priorities, providing the Minister, Deputy Minister and senior management with information and assistance contributing to effective policy development and planning within the department. The branch is also responsible for coordinating intergovernmental relations, federal-provincial cost-sharing and tripartite negotiations.

Specific activities of the branch include:

- management support; strategic planning and policy coordination, including implementation of processes for departmental strategic planning and priority setting; preparation and coordination of submissions, policy papers and briefing information, on a range of topics and issues; and coordination of support for the Minister during legislative sessions;
- policy research and analysis on social service and income security issues;
- program analysis and evaluation supporting departmental operations;
- coordination of government-wide planning and activities related to the Decade of Disabled Persons;
- preparation and negotiation of Manitoba's cost-sharing claims under the Canada Assistance Plan and Vocational Rehabilitation for Disabled Persons Agreement;
- representation of the department on intergovernmental and interdepartmental committees relating to a broad range of social services and income security issues; and
- coordination of departmental native policy development and representing Manitoba in tripartite discussions and negotiations.

Management Support, Strategic Planning and Policy Coordination

During 1990/91, Planning, Research and Intergovernmental Relations continued development of a planning process to help establish departmental priorities and strategies for the next three to five years. The branch supported the Review Committee on *The Mental Health Act*, Part II, established to develop options and recommendations on new legislation affecting adult Manitobans living with a mental disability. The branch also prepared briefing notes and submissions on various policy issues, and coordinated the preparation of briefing material for legislative debate as well as for Estimates review.

Policy Research and Analysis

The branch undertook a number of policy reviews during 1990/91, to support planning and decision-making related to income security and social services issues. Examples included: preparation of an "environmental assessment" and "departmental overview" for planning workshops; technical support to the Working Groups on Community Living and Day Care; and the preparation of briefing notes and policy papers on an array of issues.

The branch also provided funding to the Social Planning Council of Winnipeg in support of:

- An Environmental Scan of Winnipeg, 1971-1996;
- Child Poverty - Research and Action Initiatives;
- Homeless Children and Youth Implementation Group; and
- Voluntary Sector Development Committee.

Program Analysis and Evaluation

During 1990/91, the branch:

- initiated the development of a department-wide systematic program evaluation process;
- continued evaluation of programs implemented under terms of the Canada-Manitoba Agreement on Employability Enhancement for Social Assistance Recipients; and
- compiled program inventories for The Native Affairs Secretariat, The Women's Directorate and other departments.

Decade of Disabled Persons

The Decade of Disabled Persons office provided ongoing liaison with the Decade Conference Committee, organizations for disabled persons, and other provincial departments regarding access issues and initiatives. Staff organized public policy forums and coordinated an interdepartmental Task Force on Facility Access, developing criteria and technical specifications for constructing or upgrading government facilities. The office also organized the National Access Awareness Week reception and recognition awards, and provided a grant to the National Access Awareness Week Committee.

Federal-Provincial Cost-Sharing

The branch was responsible for administering recoveries under the Canada Assistance Plan and the Vocational Rehabilitation of Disabled Persons Agreement on behalf of the Departments of Family Services, Health, Education and Training, and Justice. This involved recovery of about $250 million under these arrangements in 1990/91. The branch also developed a Canada Assistance Plan Manual describing shareable programs, claiming processes, and coding procedures. Cost-sharing reviews were undertaken to substantiate existing claims and/or generate additional recoveries.

Intergovernmental Relations and Interdepartmental Representation

The branch continued to represent the province on the Support Committee for Provincial/Territorial Social Services Deputy Ministers, and prepared briefing material for interprovincial and federal-provincial meetings. The Planning, Research and Intergovernmental Relations Branch participated in numerous interprovincial projects. Branch staff also represented the department on interdepartmental committees and working groups examining issues on a government-wide basis.

Native Policy Development

The branch was responsible for preparing briefing notes and policy papers on various Aboriginal issues and represented the department in tripartite and federal-provincial negotiations on Aboriginal issues and cost-sharing arrangements. The branch also:

- provided staff support to Awasis Agency;
- represented the department in tripartite negotiations regarding mandates for new Indian child welfare agencies; and
- participated in interdepartmental committees.

Expenditures By Sub-Appropriation

09-1C Planning, Research and Intergovernmental Relations	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	906,000	22.26	945,700	(39,700)	
Total Other Expenditures	222,000		240,700	(18,700)	

Communications

The Communications Branch provides comprehensive communications services to the Minister, Deputy Minister, and all divisions of the department, including the development of communications plans, coordination of the production of communications materials, preparation of news releases and speaking notes, response to inquiries from the public and the media, coordination of special events and media monitoring.

The primary objective of the branch is to promote effective communication of the department's policies and programs to the public.

During 1990/91, the branch carried out the following major activities:

- prepared news releases for all departmental announcements of new program or policy initiatives, and coordinated news conferences for several major announcements;
- prepared speaking notes for the Minister and senior officials, for all public speaking events related to the department;
- coordinated production of the department's annual reports and numerous program brochures, application forms and other promotional materials, including a major advertising campaign on wife abuse prevention;
- coordinated the implementation of French Language Services policy in the production of communications materials for the department;
- responded to or coordinated the responses to several hundred requests for information from the media and the public;
- coordinated the department's participation in a number of special events: Foster Family Week, Family Week, Careers Symposium, National Access Awareness Week, Immigration Awareness Week, Hire-a-Student Week, and Volunteers Week; and
- monitored media coverage of issues related to the department to provide feedback to the department on the public perception of, or reaction to, departmental activities and policies.

Expenditures By Sub-Appropriation

09-1D Communications	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	228,100	6.00	287,300	(59,200)	
Total Other Expenditures	39,100		60,300	(21,200)	

Income Security and Management Services

The Income Security and Management Services Division consists of the two major functional areas named in its title, as well as two additional units, Internal Audit and the Agency Relations Bureau. These two units were created during the 1989/90 fiscal year.

Internal Audit

Internal Audit is an independent appraisal function established within the department to examine and evaluate its activities and service. Internal Audit staff conduct broad-scoped audits of the department's financial, managerial and operational policies, practices and controls, including the information systems used for reporting purposes. As well, the internal audit function assists in resolving issues identified during the Provincial Auditor's annual audit.

Major audit activities are directed at reviews and assessments in the areas of:

- the design, development, implementation and operation of financial, managerial and operational systems, policies, practices, processes and controls, including computer-based systems;
- the reliability and adequacy of information available for decision-making and for accountability purposes, including the extent to which management information is utilized;
- the adequacy of protection afforded public funds and assets; and
- the extent of compliance with legislative, central agency and departmental directions.

The branch conducts special management-directed reviews encompassing a wide range of issues directly affecting the department or its external agencies.

The branch provides advice and consultation to encourage the implementation of appropriate policies, practices and controls.

Long-term branch plans require the review of all major programs, functions and systems over an audit cycle of five years.

Each audit will result in the timely issuance of an observations/recommendations report that will assist managers in carrying out their responsibilities.

Expenditures By Sub-Appropriation

09-1E Internal Audit	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	248,100	6.00	273,700	(25,600)	
Total Other Expenditures	11,700		17,200	(5,500)	

Agency Relations Bureau

The Agency Relations Bureau was established in 1990. The Bureau represents a new function for improving and strengthening departmental management and control of funding to external agencies which provide services on behalf of the department.

Responsibilities of the Bureau include:

- developing and establishing purchase-of-service principles, policies and procedures;
- approving all external agency service contracts;
- ensuring that agencies' financial and operational performance is monitored;
- providing consultative assistance and training to operating division staff and agency boards, to improve and enhance effective management practices; and
- conducting special financial and management audits of external agencies, as required.

During 1990/91, the Bureau was active in the process of its establishment, recruitment of staff and communication of its mandate, both within the department and external agencies. Research and development took place regarding the establishment of a standardized format for service contracts, involving an extensive consultative process. The Bureau developed a catalogue of agency information, the framework for a guide designed to explain external agencies' board roles and responsibilities. The Bureau also completed various special projects and reviews as required.

Expenditures By Sub-Appropriation

09-1F Agency Relations Bureau	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	126,500	4.00	203,000	(76,500)	
Total Other Expenditures	16,600		17,500	(900)	

Management Services

Management Services is comprised of six branches, four of which provide centralized administrative and financial support services to the department. Vital Statistics is a regulatory branch responsible for registering and certifying records related to vital events, and for issuing certificates to the public. Residential Care Licensing is also a regulatory branch responsible for licensing, and for ensuring that fire, safety and health standards are maintained in residential care facilities.

Financial and Administrative Services

The Financial and Administrative Services Branch is responsible for maintaining an active comptrollership function, by ensuring that financial and administrative policies, services and reporting systems are both developed, implemented and administered to effectively meet management and internal requirements. Specific responsibilities of the branch follow.

- Provision of financial accounting services, including processing of all departmental payments of accounts and revenues, maintaining departmental receivables, reconciling expenditure data from the voucher accounting and special chequing records, providing expenditure reports to departmental management, providing expenditure information for cost-sharing purposes, monitoring the departmental commitment accounting system, and providing direction on financial and administration policies and procedures;
- Provision of administrative services, such as management of the department's vehicle fleet, coordination of parking requirements, purchasing, records management, coordination of office space requirements, coordination of *The Freedom of Information Act* activities and provision of analytical support to managers;
- Administration of the Social Allowances Health Services Program, which provides drug, dental and optical goods and services to social allowances recipients. Areas of responsibility include: providing statistical and financial data; developing annual budget and cash flow information; negotiating various agreements with professional organizations supplying health services and goods; and providing pharmaceutical liaison services, including auditing of pharmacy drug claims for product eligibility, pricing, prescription drug abuse and inappropriate prescribing and dispensing;
- Administration of the Social Allowances Lien Registry, including registration of lien renewals, lien discharges and collection of related revenue;
- Administration of the Municipal Assistance Program. A primary role of the branch is to handle the administration of the cost-sharing agreement between the three levels of government as per provisions of *The Social Allowances Act*. In addition, the branch provides program consultation regarding questions of eligibility, provides program statistics, develops and monitors annual budgets and cash flow information and develops related expenditure information for cost-sharing purposes.

In 1990/91, the branch recorded a number of achievements:

- continued improvement and enhancement of the department-wide commitment accounting system and the centralized vehicle system;
- implementation of a departmental audit follow-up action plan, to ensure that issues identified in the audit reports are resolved;
- assistance with departmental reviews and implementation of comptrollership activities, including review of departmental supplementary financial systems, such as the FACT system implemented in the Rehabilitation and Community Living Division, as well as consultation on the financial implications of the Child and Family Services Information System;
- introduction of a revised Social Allowances Health Services (SAHS) Drug Program manual; continued emphasis on SAHS benefits review, rationalization, pricing controls and abuse prevention.

In addition, the branch has completed action plans for environmentally sensitive initiatives, handled 12

applications under *The Freedom of Information Act* and maintained a lead role in interdepartmental *Freedom of Information Act* activities, resolved 16 Workplace Health and Safety issues, and continued to update the department's Records Management function.

Expenditures By Sub-Appropriation

09-1G-1 Financial and Administrative Services	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,878,500	57.00	1,892,700	(14,200)	
Total Other Expenditures	316,000		347,700	(31,700)	

Program Budgeting and Reporting

Program Budgeting and Reporting was established as a branch of Management Services during 1989. Its creation stemmed directly from the department's increased emphasis on management control and accountability, and was intended to highlight and enhance the traditional functions of budgeting and reporting.

Program Budgeting and Reporting's objective is to strengthen and support the departmental comptrollership function by ensuring that effective management control, accountability and reporting systems are in place and that principles of sound financial and program management are adhered to by program managers.

Major responsibilities of the branch include:

- Directing the department's annual Estimates exercise; evaluating and analyzing program requirements; and linking planning with budgeting;
- Coordinating the department's financial forecasting exercises; monitoring departmental financial performance; and assisting managers with the development and identification of program performance indicators;
- Coordinating the development of departmental financial management policies and providing functional direction and advice regarding financial planning, controlling and reporting;
- Identifying and monitoring potential financial and program management issues; ensuring that effective control and accountability systems are in place; and advising executive management regarding such issues on a timely basis; and
- Supporting departmental management through the provision of analytical, consultative and evaluative advice on new departmental program and financial proposals and ongoing operations.

During 1990, Program Budgeting and Reporting finalized its branch organizational structure, completed staff recruitment and assigned responsibilities accordingly. In addition, a separate branch sub-appropriation was established in 1990/91, with operating and salary funds being transferred from within the department. These actions completed the initial requirements necessary to establish the branch as a separate functional entity within Family Services.

In 1990/91, the branch recorded a number of achievements, including:

- Development of enhanced management reporting within the department, including the development of a quarterly Executive Overview Report in which the department's fiscal status, as well as emerging financial and program management issues, are brought to the attention of executive management;
- Strengthening of the department's financial forecasting processes; unification of the processes employed by the two former departments;
- Establishment of an Inter-Divisional Committee on Financial Management to identify, discuss, and, where possible, resolve common financial management issues and concerns; and
- Identification and monitoring of emerging financial and program management issues and ensuring that control and accountability systems were in place.

Expenditures By Sub-Appropriation

09-1G-2 Program Budgeting and Reporting	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	275,400	7.00	305,100	(29,700)	
Total Other Expenditures	21,700		21,900	(200)	

Human Resource Services

The objectives of the Human Resource Services Branch are to assist the department in recruiting, selecting, developing, managing and retaining a well-qualified and highly-motivated work force that will carry out departmental objectives.

Specific services provided for the department include recruitment and selection, job analysis, classification and evaluation, consultation in areas relating to employee relations, staff development, and human resource policy development and administration. The branch ensures the integrity of employee records and ensures employees are appropriately compensated and paid in a timely fashion.

The Human Resource Services Branch continued to provide technical assistance in several organizational reviews relating to the amalgamation of the former departments of Community Services and Employment Services and Economic Security into the new Department of Family Services.

Implementation of the automated Human Resource Information System plan in conjunction with Information Systems Branch continued throughout the year.

The branch continued its work in promoting and integrating the principles and practices of Affirmative Action by conducting outreach recruitment, assessing classifications for systemic barriers and working with managers to create and apply special measures such as the creation of individual development opportunities.

Expenditures By Sub-Appropriation

09-1G-3 Human Resource Services	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	829,600	23.00	852,200	(22,600)	
Total Other Expenditures	55,000		55,100	(100)	

Information Systems

The Information Systems Branch is responsible for providing technical expertise in developing and maintaining computer systems which serve departmental programs. These systems may be operational or administrative in nature. The branch's support includes strategic and operational technology planning, information systems analysis, design and implementation and ongoing technical support to the users of existing systems.

Existing automated systems support the Social Allowances Program, the Child Related Income Support Program, 55 PLUS - a Manitoba Income Supplement Program, the Child Day Care Program, Residential Care Licensing, Vital Statistics, Rehabilitation and Community Living, and Child and Family Services programs.

During the year, the branch has implemented changes to three Income Security systems to produce income tax statements for benefits receipts in accordance with Revenue Canada guidelines.

The Information Systems Branch also extensively modified the Child Day Care Information System to accommodate new rate structures for children in commercial day care centres, as well as 50 other enhancements to improve management reporting.

The Social Allowances Management Information Network (SAMIN) was also modified to provide enhanced caseload reassignment and program reporting.

A financial and client tracking system (FACT) was implemented in the Regional Offices for Rehabilitation and Community Living Programs. The system provides reports of actual client expenditure and facilitates commitment tracking and expenditure projections.

The requirements for a Human Resources Information System were defined and documented. The development and implementation phases of the system were initiated.

The requirements analysis and technical design for the Child and Family Services Information System were initiated.

The branch will continue to support all existing production systems, and will develop new systems to improve productivity and efficiency.

Expenditures By Sub-Appropriation

09-1G-4 Information Systems	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	756,500	17.00	786,800	(30,300)	
Total Other Expenditures	35,100		38,400	(3,300)	

Vital Statistics

The Vital Statistics Branch registers and certifies records of vital events and public services related to *The Vital Statistics Act*, *The Marriage Act* and *The Change of Name Act*. Other important activities conducted according to these statutes include revising records after change of name, correction or adoption registration, providing statistical data regarding vital events, issuing marriage licences, appointing marriage commissioners and licence issuers, recognizing religious denominations and registering clergy to perform marriages.

In 1990, Vital Statistics registered 17,874 births, 7,666 marriages, 8,939 deaths and 120 stillbirths under *The Vital Statistics Act*. A total of 78,265 certificates and copies were issued as proof of vital events from over 3,000,000 records which date from 1882 to present.

Under *The Marriage Act*, religious denominations were recognized, clergy were registered to perform marriages and marriage licence issuers were appointed.

In 1990, 7,666 marriages were registered in Manitoba; clergy officiated at 5,427 of these while marriage commissioners performed 2,239. A total of 134 marriage commissioners and 2,600 members of the clergy are registered to perform marriages in Manitoba.

Data submitted under *The Vital Statistics Act* is provided by more than 3,200 district registrars representing hospitals, health facilities, personal care and nursing homes, funeral homes, members of the clergy and marriage commissioners located throughout the province.

As well as providing the source information for issuing of certificates, this data is used to produce important statistical reports for use by federal, provincial and municipal government offices, various research groups and other agencies. In 1990, more than 800 reports were distributed to assist these organizations in fulfilling their mandates.

Vital Statistics also processed 408 adoption registrations, 163 delayed registrations, 1,170 corrections, 8 disinterment orders under *The Public Health Act*, and provided free verification of approximately 18,000 events to other government departments. The number of changes of name in 1990 increased to 951 registrations.

Vital Statistics staff conducted seminars at the School of Medicine, School of Mortuary Practice and the Health Sciences Centre for students and professional users of Vital Statistics services.

Vital Statistics

Live Births, Marriages, Deaths and Stillbirths - Rate Per 1,000 Population (MHSC and Statistics Canada Population Figures)

Manitoba 1988 to 1990

Events	1988			1989			1990		
	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population	Number	Rate Per MHSC Population	Rate Per Stat. Can. Population
Live Births	17,582	15.6	16.2	17,803	15.8	16.4	17,874	15.8	16.4
Marriages	7,908	7.0	7.3	7,800	6.9	7.2	7,666	6.8	7.0
Deaths	8,110	8.1	8.4	8,881	7.9	8.2	8,939	7.9	8.2
Stillbirths	107	6.1*		140	7.9*		120	6.7*	

**Rate is the number of fetal deaths of 20 or more weeks gestation per 1,000 live births.*

Vital Statistics

Deaths in Manitoba by Age and Sex - 1990

By Age and Totals - 1988 to 1990

Age	1988	1989	1990		
			Male	Female	Total
Under 1 year	142	125	85	62	147
1-4 years	37	34	21	13	34
5-14 years	38	29	18	14	32
15-24 years	150	161	88	27	115
25-44 years	425	390	267	135	402
45-64 years	1,409	1,376	811	525	1,336
65-79 years	3,365	3,268	1,938	1,373	3,311
80 years and over	3,544	3,498	1,525	2,037	3,562
Total	**9,110**	**8,881**	**4,753**	**4,186**	**8,939**

Vital Statistics

Certain Selected Causes of Death in Manitoba

With Rate Per 100,000 Population - 1990

Causes of Deaths	Number	Rate[1]	Rate[2]
Heart disease (410-429)	2,533	224.0	232.0
Cancer (140-208)	2,342	207.1	214.5
Cerebrovascular disease (430-438)	660	58.4	60.5
Accidents (E800-E949)	342	30.2	31.3
Pneumonia (480-486)	344	30.4	31.5
Suicide (E950-E959)	137	12.1	12.6
Diabetes (250)	156	13.8	14.3

[1]*Rate per MHSC population records at June 1, 1990*
[2]*Rate per Statistics Canada population count June 1, 1990*

Vital Statistics

Death Rates Under One Year of Age in Manitoba

1981 to 1990

Year	Stillbirth[1]	Perinatal	Neonatal	Post-Neonatal	Infant
1990	6.7	10.9	5.1	3.1	8.2
1989	7.9	11.2	3.9	3.1	7.0
1988	6.1	10.2	5.1	3.0	8.1
1987	6.8	11.5	5.7	3.0	8.7
1986	5.9	11.4	6.3	3.1	9.4
1985	7.0	12.6	7.1	3.4	10.5
1984	6.9	11.5	5.4	3.3	8.6
1983	7.1	13.5	7.4	3.7	11.1
1982	6.7	12.0	7.1	2.4	9.4
1981	9.1	15.4	7.9	4.3	12.2

[1]20 or more weeks gestation. Perinatal rates per 1,000 births. All other rates are per 1,000 live births.

Vital Statistics

Manitoba Infant Mortality By Region of Residence

1988 to 1990

Regions	Infant Deaths			Live Births			Rate per 1000 Live Births		
	1988	1989	1990	1988	1989	1990	1988	1989	1990
Central	11	7	13	1,586	1,533	1,530	6.9	4.6	8.5
Eastman	18	11	16	1,465	1,539	1,614	12.3	7.1	9.9
Interlake	6	10	8	912	888	857	6.6	11.3	9.3
Norman	2	5	3	440	451	484	4.5	11.1	6.2
Parklands	8	3	9	559	583	609	14.3	5.1	14.8
Thompson	10	6	5	1,081	1,079	1,036	9.3	5.6	4.8
Westman	8	9	12	1,709	1,630	1,580	4.7	5.5	7.6
Winnipeg	68	60	73	9,194	9,494	9,540	7.4	6.3	7.7
Manitoba Total	131	111	139	16,946	17,197	17,250	7.7	6.5	8.1
Non-residents	11	14	8	636	606	624	17.3	23.1	12.8
Total	**142**	**125**	**147**	**17,582**	**17,803**	**17,874**			
Average Rate							**8.1**	**7.0**	**8.2**

Vital Statistics

Deaths of Children Under One Year of Age By Cause and Age in Manitoba

1990

Cause of Death	Less Than 7 Days	7 to Less Than 28 Days	28 Days to Less Than 1 Year	Total
Congenital anomalies (216.9, 243, 255.2, 270-272, 275, 277, 279.0, 362.7, 425.3, 740-759)	29	10	11	50
Respiratory distress syndrome(769)	10	0	0	10
Other respiratory conditions(770)	4	0	2	6
Immaturity(765)	10	0	0	10
Injury at birth(767)	0	0	0	0
Sudden infant death syndrome(798.0)	1	1	14	16
Pneumonia(480-486)	0	0	1	1
Accidents(E800-E949)	0	0	4	4
Other Causes	23	3	24	50
Totals	**77**	**14**	**56**	**147**

Vital Statistics

Deaths and Death Rates Due to Accidents

Motor Vehicle and Other in Manitoba 1985 to 1990

	Motor Vehicle Accidents		Other Accidents		Total Accidents	
Year	Deaths	Death Rate[1]	Deaths	Death Rate[1]	Deaths	Death Rate[1]
1990	132	11.7	210	18.6	342	30.2
1989	165	14.6	222	19.6	387	34.3
1988	145	12.9	258	22.9	403	35.8
1987	176	15.7	246	21.9	422	37.6
1986	193	17.3	243	21.8	436	39.1
1985	149	13.4	245	22.1	394	35.5

[1]*Death rate is per 100,000 population – MHSC population records.*

Expenditures By Sub-Appropriation

09-2A Vital Statistics	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	863,800	32.00	880,800	(17,000)	
Total Other Expenditures	204,300		248,700	(44,400)	

Residential Care Licensing

The Residential Care Licensing Branch is responsible for licensing community residential care resources which provide services to the mentally handicapped, mentally ill, infirm aged and children in care. The branch ensures that care facilities comply with fire, safety and health standards.

Services provided by the branch include: developing and maintaining standards; processing applications for licensing; monitoring facility operations for conformity with regulated and established licensing criteria; maintaining and providing facility registries; disseminating statistical information; and assisting in program development.

In 1990/91, the 51 (437 bed spaces) licenced children's group homes and 164 (1,367 bed spaces) residential care facilities in the adult programs were inspected for continued compliance with standards.

The branch also provides a consultative and support role to designated licensing authorities for approved facilities in the adult and foster care programs. In 1990/91, there were 485 (969 beds) approved homes in the adult program licensed by Regional Directors, and 1,800 foster homes in the children's program licensed by Regional Directors and Executive Directors of child caring agencies.

Expenditures By Sub-Appropriation

09-2B Residential Care Licensing	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	296,900	7.00	311,900	(15,000)	
Total Other Expenditures	28,400		28,700	(300)	

Income Security

Income Security is responsible for five major income transfer programs. They are the Social Allowances Program, Social Allowances Health Services, Municipal Assistance, 55 PLUS - A Manitoba Income Supplement, and the Child Related Income Support Program (CRISP). These programs are designed to assist Manitobans in need by providing basic assistance or income supplements. Income Security consists of three major branches: Central Directorate, Income Maintenance Programs and Income Supplement Programs.

The major objectives of Income Security are:

- to assist Manitobans in financial need through the effective and efficient administration of the Social Allowances Program;
- to promote the financial independence of Manitobans in need through employment incentives and linkages with training and employment programs, as well as with other support services;
- to provide a financial contribution to municipalities which provide assistance to persons in need within their municipal boundaries;
- to deliver income supplement programs in an effective and efficient manner to low-income families raising children, and to low-income persons 55 years of age and over; and
- to ensure that the division's income transfer programs are adapted as necessary to respond to changing socioeconomic circumstances.

Financial Assistance Expenditures by Program

1988/89 to 1990/91
($000)

Program	1988/89	1989/90	1990/91
Social Allowances	$153,170.7	$167,342.6	$189,680.4
Social Allowances Health Services	11,513.7	12,319.5	13,599.4
Municipal Assistance	43,740.4*	45,691.6*	51,525.3*
55 PLUS - A Manitoba Income Supplement	8,877.0	8,727.9	8,603.9
Child Related Income Support Program	5,821.4	5,537.1	5,334.9
Total	**$223,123.2**	**$239,618.7**	**$268,743.9**

** Revised from previous Annual Report*

Central Directorate

The Income Security Central Directorate ensures that the policies, administration and service delivery of the Income Security Programs are in accordance with the relevant legislation and government policy, and that the programs are adapted to changing circumstances and priorities.

In this respect, the Central Directorate provides overall program management, policy direction, program analysis, and central budgeting and administration for the Social Allowances Program, 55 PLUS - A Manitoba Income Supplement and the Child Related Income Support Program (CRISP).

The directorate also provides policy support in the administration of the Social Allowances Health Services and Municipal Assistance Programs, recovers overpayments from former social allowances recipients, provides investigative support, provides support for the Social Allowances Management Information Network (SAMIN), and is involved in planning and developing new initiatives for the five Income Security Programs.

In addition to these ongoing activities, the Central Directorate was involved in a number of specific achievements during 1990/91, including the 4.5 percent increase in the regulated rates of the Social Allowances Program (effective January 1, 1991), the 4.8 percent increase in 55 PLUS benefits and income eligibility levels (effective April 1, 1990), and the 4.8 percent increase in the CRISP income eligibility levels (effective July 1, 1990). The directorate implemented program and policy changes resulting from federal requirements and initiatives such as the introduction of T5007 tax receipts for social assistance recipients, and implementation of regulatory and policy changes respecting payments to individuals infected with the HIV virus through blood transfusions. The directorate implemented a regulatory change to allow the exemption of the Goods and Services Tax Credit as a resource for social allowances purposes and introduced a new policy respecting infant trust funds.

Expenditures By Sub-Appropriation

09-5A Central Directorate	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,033,300	28.00	1,140,600	(107,300)	
Total Other Expenditures	528,200		613,500	(85,300)	

Income Maintenance Programs

The Income Maintenance Programs provide financial assistance to ensure that no Manitoban lacks the goods and services essential to his or her health and well-being. The Social Allowances and Municipal Assistance Programs provide financial assistance for basic necessities, while the Social Allowances Health Services Program provides assistance for essential non-insured health services.

Social Allowances Program

The Social Allowances Program, operating under the authority of *The Social Allowances Act*, is the largest of the Income Security Programs in terms of both caseloads and expenditures. The objective of the Social Allowances Program is to ensure persons likely to be in need of long-term assistance do not lack those goods and services essential to their health and well-being. Field staff, located in 14 district offices throughout the province, assess eligibility, provide assistance and monitor cases.

Financial assistance is provided to persons in need who are eligible for benefits under *The Social Allowances Act*, including sole-support parents, persons with physical or mental disabilities, aged persons, persons requiring the protection of a crisis intervention facility, students, children whose parents are dead or unable to support them, persons with dependents in need of special care, and unemployed employable persons in areas of the province where municipal assistance is not available (general assistance). Eligibility may also be granted under special case consideration at the discretion of the Minister. Persons in need who do not qualify for social allowances may apply to their local municipality for assistance under the Municipal Assistance Program.

Eligibility for social allowances is further determined by a needs test in which the total amount of a household's financial resources is compared to the total costs of its basic necessities as defined in *The Social Allowances Act* and Regulations. Certain items and income are not included in the calculation of financial resources. Exempted assets include liquid assets up to $400 per person to a maximum of $2,000 per family, equity in the home in which the person lives, essential personal property and a life insurance policy with a cash surrender value of up to $2,000. Elderly persons are permitted to retain a funeral plan valued at up to $1,000 if the plan is purchased at least one year prior to their application for social allowances. Essential farm or business equipment, a basic stock herd and seed for next year's crop are also considered allowable assets.

All earned or unearned income is expected to be totally available for a recipient's maintenance, subject to the exemptions provided in the Social Allowances Regulations. Exempted unearned income sources include family allowances, tax credits, small gifts, and foster home payments for children. With respect to earned income, recipients who are eligible for the work incentive provisions are allowed exemptions which represent the greater of $50 per month, 70 cents per hour worked or 30 percent of gross monthly earnings. Those who are not eligible for the work incentive provisions (i.e., newly enrolled, self-employed, students and special dependent care cases), are allowed earning exemptions of up to $50 per month. Allowances are also made for necessary work expenses and most compulsory payroll deductions. The remainder of the earned income is applied to the recipient's budget, thereby reducing the amount of social allowances granted. The exception to these rules is that the earnings of children who attend school full-time are totally exempted from consideration when calculating social allowances benefits.

Benefits are paid monthly and represent the amount by which the cost of a household's basic needs (food, clothing, personal needs, household supplies, shelter, fuel and utilities) exceed its financial resources. Additional assistance is available for special needs and health needs not otherwise covered.

The rates for basic needs are reviewed periodically. In recent years, the rates for food, clothing, personal needs, household supplies and room and board have increased annually on the first of January in consideration of inflationary increases in the cost of these items. The latest increase was introduced on January 1, 1991. For recipients renting accommodation, shelter costs are approved within administrative guidelines which have also been reviewed and increased annually. For recipients who reside in their own home, the principal and interest of a mortgage, taxes and insurance are included in the cost of basic needs. Assistance for fuel, utilities and approved special needs and health needs is provided at actual cost.

The Social Allowances Program provided assistance to an average monthly caseload of 26,023 in 1990/91, an increase of 5.9 percent over the previous year. Part of the increase was due to the extension of eligibility to newly separated and deserted sole-support parents. During 1990/91, approximately 14 percent of the social allowances caseload made use of the work incentive provisions of the program.

The Social Allowances Program continued to collaborate with the Day Care, Youth and Employment Support Division on the implementation of projects funded under the Canada-Manitoba Agreement

intended to help social assistance recipients prepare for and obtain employment. Approximately 2,400 social allowances and municipal assistance recipients benefitted from this agreement in 1990/91.

The Winnipeg Student Social Allowances office, which previously provided assistance to students only, was expanded in October 1990, to include all categories of assistance. This office was renamed Winnipeg South. The boundary of the former Winnipeg Southwest office (renamed Winnipeg West) was redrawn to transfer caseload responsibility to Winnipeg South.

Social Allowances: Provincial Financial Assistance

Average Monthly Caseload by District Office and Category of Assistance

1990/91

District Office	Children	Sole-Support Parents	Aged	Disabled	Crisis Facility Cases	Students	General Assistance	Special Cases	Special Dependent Care*	Total
Beausejour	12	305	22	527	0	13	122	1	–	1,002
Brandon	16	916	95	1,292	11	60	31	3	–	2,424
Dauphin	4	267	62	353	2	27	160	1	–	876
Flin Flon	8	148	17	80	3	17	217	–	–	490
Morden	9	188	74	396	5	10	2	–	–	684
Portage	9	269	46	898	8	14	76	–	–	1,320
Selkirk	6	373	64	630	9	26	114	2	–	1,224
Swan River	3	207	8	209	0	20	242	–	–	689
The Pas	3	205	9	128	9	23	214	–	–	591
Thompson	10	559	5	132	15	27	391	–	–	1,139
Winnipeg Central	73	2,250	88	1,960	18	–	–	–	–	4,389
Winnipeg North	65	1,575	56	1,124	–	–	–	3	–	2,823
Winnipeg West	76	2,643	136	3,103	68	–	–	3	–	6,029
Winnipeg South	13	1,049	24	558	–	698	–	1	–	2,343
Total	**307**	**10,954**	**706**	**11,390**	**148**	**935**	**1,569**	**14**	**–**	**26,023**

**Average is less than 1.*

Social Allowances Program

Caseload by Month

1988/89 to 1990/91

Month	1988/89	1989/90	1990/91
April	23,934	24,619	25,978
May	23,815	24,529	26,032
June	23,022	23,517	25,059
July	23,020	23,501	25,298
August	23,444	23,999	25,600
September	23,702	23,340	26,095
October	23,878	24,632	26,063
November	23,881	24,564	26,159
December	23,869	24,713	26,255
January	24,242	25,160	26,342
February	24,400	25,527	26,624
March	24,549	25,779	26,772
Monthly Average	**23,813**	**24,573**	**26,023**

Social Allowances Program

Average Monthly Number of Recipients by District Office

1988/89 to 1990/91

District Office	1988/89	1989/90	1990/91
Beausejour	1,673	1,750	1,906
Brandon	4,080	4,232	4,448
Dauphin	1,570	1,650	1,764
Flin Flon	903	1,016	1,048
Morden	1,156	1,179	1,288
Portage	2,011	2,033	2,109
Selkirk	2,032	2,109	2,151
Swan River	1,423	1,384	1,518
The Pas	1,587	1,420	1,347
Thompson	2,627	2,628	2,786
Winnipeg Central	7,937	8,192	9,061
Winnipeg North	5,423	5,791	6,256
Winnipeg West	11,352	11,906	11,278
Winnipeg South	2,144	2,383	4,330
Total	**45,918**	**47,673**	**51,290**

Social Allowances Program

Average Monthly Caseload by Category

1988/89 to 1990/91

Category	1988/89	1989/90	1990/91
Children	292	295	307
Sole-Support Parents	9,395	9,881	10,954
Aged	886	809	706
Disabled	10,827	11,046	11,390
Crisis Facility Cases	120	133	148
Students	836	919	935
General Assistance	1,447	1,479	1,569
Special Cases	10	11	14
Special Dependent Care	*	*	*
Total	**23,813**	**24,573**	**26,023**

**Average is less than 1.*

Social Allowances Program

Expenditures by Category ($000)

1988/89 to 1990/91

Category	1988/89	1989/90	1990/91
Children	$ 907.7	$ 953.5	$ 1,038.7
Sole-Support Parents	79,965.0	88,613.3	102,399.7
Aged	1,383.6	1,319.6	1,466.6
Disabled	58,261.7	62,264.8	67,762.3
Crisis Facility Cases	676.5	1,078.6	1,888.0
Students	3,369.3	3,861.2	4,158.0
General Assistance	7,247.6	7,972.1	9,002.1
Special Cases	466.1	421.8	555.3
Special Dependent Care*	8.7	8.7	8.7
Other**	884.5	849.0	1,401.0
Total	**$ 153,170.7**	**$ 167,342.6**	**$ 189,680.4**

**Estimated Expenditure*

***Other expenditures such as Home Care, Blind Persons' Allowance and Disabled Persons' Allowance*

Social Allowances Program

Expenditures by Month ($000)*

1988/89 to 1990/91

Month	1988/89	1989/90	1990/91
April	$ 10,930.8	$ 12,422.0	$ 14,014.9
May	12,610.9	13,766.5	15,973.8
June	12,246.8	13,193.9	14,595.9
July	11,849.3	12,591.2	14,882.2
August	12,386.4	13,692.1	15,101.1
September	12,286.3	13,906.8	14,034.0
October	12,560.0	13,196.9	16,418.6
November	12,674.1	13,871.3	14,997.7
December	12,562.5	12,239.8	15,547.5
January	13,392.0	14,927.2	17.721.2
February	13,240.7	15,043.5	16,335.7
March	16,430.9	18,491.4	20,057.8
Total	**$ 153,170.7**	**$ 167,342.6**	**$ 189,680.4**

**Includes expenditures for Home Care, Blind Persons' Allowance and Disabled Persons's Allowance.*

Social Allowances Program: Work Incentive

Average Monthly Caseload by District Office and Category of Assistance

1990/91

District Office	Sole Support Parents	Aged	Disabled	General Assistance	Total
Beausejour	59	–	165	10	234
Brandon	247	–	258	2	507
Dauphin	59	–	65	25	149
Flin Flon	28	–	4	15	47
Morden	50	–	160	–	210
Portage	73	–	267	7	347
Selkirk	78	1	106	8	193
Swan River	26	1	46	35	108
The Pas	28	–	8	49	85
Thompson	112	–	26	77	215
Winnipeg Central	289	–	162	–	451
Winnipeg North	170	–	105	–	275
Winnipeg West	397	–	291	–	688
Winnipeg South	121	–	56	–	177
Total	**1,737**	**2**	**1,719**	**228**	**3,686**

Social Allowances Health Services

The Social Allowances Health Services Program provides essential drug, dental and optical supplies and services which are not otherwise provided through the Manitoba Health Services Commission to social allowances recipients, wards of the province and Treaty Indians living off-reserve.

Long-term recipients are issued a Social Allowances Health Services card, which allows them to receive basic drug, dental and optical supplies and services without further authorization. These supplies and services must be in accordance with approved fee schedules. Specialized dental and optical services must receive special approval. Recipients who are not eligible for a health services card, such as short-term recipients, student cases and patients in a hospital or extended treatment facility, receive approval for their health needs on an item-by-item basis.

Arrangements for the delivery of health care supplies and services have been made through the establishment of service agreements with the following professional and business organizations:

Drugs - Manitoba Society of Pharmacists
Dental - Manitoba Dental Association
- Denturist Association of Manitoba
Optical - Manitoba Optometric Association
- Ophthalmic Dispensers of Manitoba

The service agreements specify the types of goods and services to be provided, and outline the eligibility criteria for these goods and services, the level of payment and related billing procedures.

Social Allowances Health Services provided benefits to an average monthly caseload of 25,686 in 1990/91. Almost 85 percent of the caseload is comprised of social allowances cases, while the remaining 15 percent are wards of the province.

Social Allowances Health Services

Expenditures and Caseload

1988/89 to 1990/91

	1988/89	1989/90	1990/91
Expenditures ($000)			
Dental	$ 2,774.2	$ 3,078.5	$ 3,163.2
Drugs	8,075.7	8,525.8	9,645.3
Optical	663.8	715.2	790.9
Total	**$11,513.7**	**$12,319.5**	**$13,599.4**
Average Monthly Number of Cases	**23,574**	**24,283**	**25,686**
Average Monthly Number of Recipients	**43,114**	**44,733**	**47,976**

Municipal Assistance

The Municipal Assistance Program encompasses the individual financial assistance programs administered by over 200 municipalities in Manitoba. In accordance with *The Social Allowances Act* and *The Municipal Act*, the municipalities are responsible for providing assistance to persons in need within their municipal boundaries who are not eligible for provincial social allowances benefits. These are primarily persons in need of short-term assistance, including unemployed employable persons, persons with disabilities likely to last 90 days or less, and transients. The municipalities are responsible for the administration and provision of municipal assistance. Each municipality establishes its own by-laws governing the rules and regulations of its assistance program, including the eligibility criteria, rates of assistance and forms of assistance.

The primary role of the Department of Family Services with respect to municipal assistance is the administration of the cost-sharing agreement between the three levels of government. The province cost-shares financial assistance payments and certain administrative costs with the municipalities, according to the provisions in *The Social Allowances Act*. Municipalities are reimbursed 100 percent for financial assistance paid on behalf of non-area residents, while reimbursement for assistance paid on behalf of area residents represents the greater of 40 percent of gross payments or 80 percent of gross assistance costs in excess of one mill of equalized assessment of that municipality. The province also reimburses the municipalities 50 percent of the amount by which the salaries of staff engaged in full-time welfare work exceed the costs incurred in 1964. The federal government cost-shares with the province 50 percent of the total administrative and financial assistance expenditures, in accordance with the Canada Assistance Plan.

The Municipal Assistance Program provided assistance to an average monthly caseload of 11,316 in 1990/91. The City of Winnipeg caseload accounted for approximately 89 percent of the total municipal assistance cases.

Municipal Assistance

Total Expenditures for Manitoba and the City of Winnipeg* ($000)

1988/89 to 1990/91

	Total Province			City of Winnipeg		
Month	**1988/89**	**1989/90**	**1990/91**	**1988/89**	**1989/90**	**1990/91**
Financial Assistance by Month						
April	$ 3,877.6	$ 3,933.8	$ 4,449.1	$ 3,432.7	$ 3,500.2	$ 4,072.6
May	3,954.7	4,260.4	4,715.6	3,551.1	3,841.4	4,326.8
June	4,065.8	4,006.1	4,397.4	3,657.7	3,631.9	4,065.9
July	3,592.6	3,815.7	4,365.8	3,215.8	3,449.4	4,049.1
August	3,912.2	4,153.3	4,581.2	3,524.3	3,785.3	4,272.8
September	3,621.0	3,865.4	4,236.9	3,246.6	3,488.5	3,958.1
October	3,589.6	4,233.4	4,624.8	3,228.5	3,853.8	4,309.5
November	3,736.1	4,299.1	4,715.0	3,330.7	3,891.9	4,358.2
December	4,178.0	4,770.6	5,129.9	3,677.6	4,255.5	4,673.2
January	3,985.0	4,750.5	5,470.7	3,562.9	4,404.1	5,060.4
February	3,865.0	4,542.7	5,270.5	3,448.0	4,141.5	4,795.9
March	3,965.7	4,648.7	5,671.1	3,713.3	4,273.9	5,203.5
Sub-Total	**46,343.3**	**51,279.7**	**57,628.0**	**41,589.2**	**46,517.4**	**53,146.0**
Welfare Services	6,377.0	7,288.5	7,786.3	7,396.0	6,843.8	7,339.3
Total Expenditures	**$52,720.3**	**$58,568.2**	**$65,414.3**	**$48,985.2**	**$53,361.2**	**$60,485.3**

**Gross municipal assistance expenditures (municipal and provincial shares before cost-sharing under the Canada Assistance Plan).*

Municipal Assistance

Provincial Share of Expenditures for Manitoba and the City of Winnipeg* ($000)

1988/89 to 1990/91

	Total Province			City of Winnipeg		
Month	**1988/89**	**1989/90**	**1990/91**	**1988/89**	**1989/90**	**1990/91**
Financial Assistance	$40,095.2	$42,285.2	$47,870.5	$34,999.8	$38,398.8	$44,424.9
Welfare Services	3,645.2	3,406.4	3,654.8	3,467.7	3,191.6	3,439.4
Total	**$43,740.4**	**$45,691.6**	**$51,525.3**	**$38,467.5**	**$41,590.4**	**$47,864.3**

**Provincial share of municipal assistance expenditures (before cost-sharing under the Canada Assistance Plan).*

Municipal Assistance

Number of Cases for Manitoba and the City of Winnipeg

1988/89 to 1990/91

Month	Total Province			City of Winnipeg		
	1988/89	1989/90	1990/91	1988/89	1989/90	1990/91
April	10,155	10,023	10,989	8,735	8,702	9,782
May	10,375	10,229	11,086	8,895	8,924	9,877
June	9,960	9,934	10,702	8,637	8,661	9,599
July	9,924	10,217	10,925	8,612	9,050	9,790
August	9,917	10,487	10,972	8,666	9,238	9,926
September	9,601	10,153	10,773	8,369	8,893	9,662
October	9,328	10,101	10,596	8,051	8,778	9,564
November	9,525	10,118	10,947	8,168	8,849	9,752
December	9,788	10,928	11,583	8,338	9,503	10,252
January	10,061	11,140	12,114	8,776	9,996	11,002
February	10,011	10,967	12,498	8,657	9,748	11,039
March	9,959	11,023	12,611	8,632	9,782	11,160
Monthly Average	**9,884**	**10,443**	**11,316**	**8,545**	**9,177**	**10,117**

Municipal Assistance

Number of Recipients for Manitoba and the City of Winnipeg

1988/89 to 1990/91

Month	Total Province			City of Winnipeg		
	1988/89	1989/90	1990/91	1988/89	1989/90	1990/91
April	16,338	16,160	16,620	13,561	13,542	14,225
May	16,554	16,498	16,630	13,786	14,049	14,344
June	16,020	15,986	15,979	13,350	13,539	14,000
July	15,897	16,630	16,189	13,385	14,287	14,237
August	16,118	17,158	16,257	13,521	14,619	14,267
September	15,544	16,410	16,088	12,999	13,872	14,005
October	15,150	16,118	15,821	12,605	13,533	13,894
November	15,443	16,241	16,308	12,708	13,651	14,243
December	16,088	17,443	17,665	13,096	14,503	15,065
January	16,285	17,114	18,393	13,708	15,010	16,230
February	16,253	16,606	19,094	13,446	14,265	16,385
March	15,992	16,643	19,282	13,320	14,294	16,592
Monthly Average	**15,974**	**16,584**	**17,027**	**13,290**	**14,097**	**14,791**

Expenditures By Sub-Appropriation

09-5B Income Maintenance Programs	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	7,535,700	233.27	7,829,300	(293,600)	
Total Other Expenditures	2,739,300		2,835,000	(95,700)	
Financial Assistance					
- Social Allowances	189,680,400		189,187,500	492,900	
- Health Services	13,599,400		13,301,200	298,200	
- Municipal Assistance*	51,525,300		46,790,500	4,734,800	1.
Total Financial Assistance	254,805,100		249,279,200	5,525,900	

** Provincial share of municipal assistance expenditures before cost-sharing under the Canada Assistance Plan.*

Explanation Number:

1. The 1990/91 actual expenditures for the Municipal Assistance Program were $4,734,800 or 10.1 percent higher than the estimate. This increase is primarily due to higher than estimated caseload growth and assistance costs.

Income Supplement Programs

Income Security administers two Income Supplement Programs for low-income Manitobans: 55 PLUS - A Manitoba Income Supplement and the Child Related Income Support Program (CRISP). These programs are delivered from one office in Winnipeg where staff assess eligibility, monitor cases and provide information to clients and the general public.

55 PLUS - A Manitoba Income Supplement

The 55 PLUS Program provides quarterly income supplements to low-income Manitobans who are 55 years of age and over. The program has two components. The first, or Senior Component, is for persons eligible to receive certain levels of benefits from the federal Old Age Security Programs (Guaranteed Income Supplement, Spouses Allowance and Widowed Spouses Allowance). Persons in this component are primarily 65 years of age and over. The second, or Junior Component, is for persons 55 years and over who are not eligible to receive Old Age Security benefits but whose income falls within certain specified ranges.

An application for benefits from the Senior Component is not necessary as eligibility is determined from the person's annual application to the federal Guaranteed Income Supplement Program. The 55 PLUS benefit is paid to those individuals with little or no personal income other than income from Old Age Security and Guaranteed Income Supplement benefits.

An annual application is necessary for benefits from the Junior Component. In 1990/91, maximum benefits were paid to single persons with a net income of $8,930.40 or less. Partial benefits were payable to single persons with incomes between $8,930.41 and $9,722.40. Maximum benefits were paid to married persons with a net family income of $14,479.20 or less. Partial benefits were payable to married persons with incomes between $14,479.21 and $16,207.20. Income eligibility levels were indexed for 1990/91, in consideration of inflation.

The maximum quarterly benefits available for both components for April, July and October 1990 and January 1991 benefit periods were $111.60 for single persons and $119.90 for each eligible married person. Benefit levels were indexed in consideration of inflation.

During 1990/91, 55 PLUS benefits were provided to an average of 22,343 individuals per quarter. Approximately 64 percent were in receipt of full benefits from the program.

55 PLUS - A Manitoba Income Supplement

Number of Recipients by Marital Status and Quarter

1988/89 to 1990/91

Program Component	1988/89			1989/90			1990/91		
Senior	**Single**	**Married**	**Total**	**Single**	**Married**	**Total**	**Single**	**Married**	**Total**
April	13,310	6,167	19,477	12,313	5,305	17,618	11,144	4,464	15,608
July	13,527	6,065	19,592	12,863	5,492	18,355	11,637	4,788	16,425
October	13,520	5,986	19,506	12,770	5,325	18,095	11,440	4,735	16,175
January	13,585	5,897	19,482	12,713	5,238	17,951	11,440	4,695	16,135
Average	13,485	6,029	19,514	12,665	5,340	18,005	11,415	4,671	16,086
Junior	**Single**	**Married**	**Total**	**Single**	**Married**	**Total**	**Single**	**Married**	**Total**
April	2,361	3,172	5,533	2,422	3,133	5,555	2,582	3,182	5,764
July	2,583	3,453	6,036	2,636	3,424	6,060	2,815	3,394	6,209
October	2,666	3,525	6,191	2,705	3,463	6,168	2,911	3,518	6,429
January	2,738	3,648	6,386	2,788	3,538	6,326	3,024	3,602	6,626
Average	**2,587**	**3,450**	**6,037**	**2,638**	**3,389**	**6,027**	**2,833**	**3,424**	**6,657**
Total Program Average	**16,072**	**9,479**	**25,551**	**15,303**	**8,729**	**24,032**	**14,248**	**8,095**	**22,343**

NOTE: Single recipients include those who have never been married as well as those who are no longer married (i.e., widowed, divorced, separated). For married recipients, in some cases, both members of a couple receive 55 PLUS and in other cases only one spouse is a recipient.

55 PLUS - A Manitoba Income Supplement

Expenditures by Quarter ($000)

1988/89 to 1990/91

Program Component	1988/89	1989/90	1990/91
Senior			
April	$ 1,574.6	$ 1,483.9	$ 1,381.7
July	1,588.9	1,544.0	1,466.2
October	1,589.6	1,532.5	1,435.5
January	1,588.1	1,515.1	1,432.8
Total	**$ 6,341.2**	**$ 6,075.5**	**$ 5,716.2**
Junior			
April	$ 570.1	$ 598.7	$ 651.1
July	653.5	692.6	730.9
October	648.6	663.0	752.8
January	663.6	698.1	752.9
Total	**$ 2,535.8**	**$ 2,652.4**	**$ 2,887.7**
Total Expenditures	**$ 8,877.0**	**$ 8,727.9**	**$ 8,603.9**

Child Related Income Support Program (CRISP)

The Child Related Income Support Program provides monthly supplements to low-income families to assist them in meeting the costs of raising their children.

CRISP benefits are available to Manitoba families who:

- support one or more children under 18 years of age who are listed as their dependents on a valid Manitoba Health Services card;
- receive family allowances for these children;
- have a total family income within specified levels; and
- have net family assets of $200,000 or less.

Wards of the province and Treaty Indians living on reservation land or in receipt of federal social assistance are not eligible for CRISP benefits.

Benefits are determined by total family income for the previous tax year, less deductions equal to family allowances, child tax credit benefits for each eligible child, six percent of the total family income and any maintenance or alimony payments made. Estimated income for the current year may be used when there has been a change in the applicant's situation due to a relatively permanent or long-term disability, a change in marital status or the recent immigration of the family to Canada.

The net annual income eligibility levels for CRISP were indexed for 1990/91 in consideration of inflation. For the 1990/91 benefit year, which started on July 1, 1990, families with net annual incomes of $12,384.00 or less were eligible for the maximum benefit of $30 per month for each eligible child. Annual benefits are reduced 25 cents for each dollar of net family income over the eligibility level for maximum benefits. Benefits are available only by application and a new application is required for each benefit year.

Net family assets include all personal, farm and business assets of the family, excluding the principal residence, household furnishings and the family vehicle used most often. The value of an asset is determined to be its current market value less any amount owed on the asset.

During 1990/91, CRISP benefits were provided to an average of 6,845 families per month, representing 15,463 children. Approximately 53 percent of the families were headed by single parents and approximately 85 percent were in receipt of full benefits from the program.

Child Related Income Support Program

Number of Cases and Number of Children

1988/89 to 1990/91

Month	1988/89		1989/90		1990/91	
	Number of Cases	Number of Children	Number of Cases	Number of Children	Number of Cases	Number of Children
April	8,609	19,629	8,195	18,576	7,736	17,448
May	8,707	19,814	8,266	18,679	7,828	17,604
June	8,732	19,858	8,337	18,802	7,901	17,779
July	5,956	13,878	4,775	10,636	5,008	11,134
August	6,666	15,483	5,836	13,116	5,684	12,620
September	7,144	16,503	6,297	14,150	5,974	13,253
October	7,424	17,076	6,951	16,001	6,588	15,116
November	7,641	17,538	7,134	16,401	6,807	15,567
December	7,689	17,632	7,256	16,627	6,923	15,811
January	7,878	18,025	7,417	16,939	7,037	16,044
February	7,993	18,250	7,492	17,043	7,251	16,451
March	8,082	18,386	7,640	17,276	7,405	16,734
Average	**7,710**	**17,673**	**7,133**	**16,187**	**6,845**	**15,463**

Child Related Income Support Program

Number of Cases by Family Type and Month

1988/89 to 1990/91

Month	1988/89		1989/90		1990/91	
	Single Parent	Two Parent	Single Parent	Two Parent	Single Parent	Two Parent
April	4,364	4,245	4,273	3,922	4,058	3,678
May	4,413	4,294	4,303	3,963	4,082	3,746
June	4,431	4,301	4,347	3,990	4,124	3,777
July	3,132	2,824	2,731	2,044	2,864	2,144
August	3,472	3,194	3,297	2,539	3,210	2,474
September	3,730	3,414	3,506	2,791	3,353	2,621
October	3,860	3,564	3,679	3,272	3,484	3,104
November	3,972	3,669	3,768	3,366	3,583	3,224
December	4,000	3,689	3,841	3,415	3,634	3,289
January	4,105	3,773	3,919	3,498	3,684	3,353
February	4,166	3,827	3,953	3,539	3,778	3,473
March	4,200	3,882	4,017	3,623	3,862	3,543
Average	**3,987**	**3,723**	**3,803**	**3,330**	**3,643**	**3,202**

Child Related Income Support Program

Monthly Expenditures and Average Monthly Payment

1988/89 to 1990/91

Month	1988/89 Expenditures ($000)	1988/89 Average* Monthly Payment	1989/90 Expenditures ($000)	1989/90 Average* Monthly Payment	1990/91 Expenditures ($000)	1990/91 Average* Monthly Payment
April	$ 531.8	$ 61.01	$ 508.9	$ 61.03	$ 487.7	$ 61.67
May	530.6	60.86	508.6	60.85	489.7	61.55
June	532.7	60.85	506.7	60.71	491.3	61.61
July	383.4	62.81	293.5	60.98	312.5	61.03
August	437.5	62.57	397.7	61.28	372.1	60.98
September	471.6	62.27	419.4	61.33	382.1	60.89
October	479.3	61.91	556.2	62.81	536.7	63.13
November	481.1	61.70	464.3	62.82	447.2	62.83
December	479.6	61.65	462.5	62.61	438.8	62.77
January	499.3	61.53	473.6	62.38	449.3	62.66
February	498.9	61.41	469.3	62.13	463.8	62.35
March	495.6	61.24	476.4	61.79	463.7	62.13
Total Expenditures	**$ 5,821.4**		**$ 5,537.1**		**$ 5,334.9**	

* *Average monthly payment does not include benefits paid retroactively.*

Expenditures By Sub-Appropriation

09-5C Income Supplement Programs	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	619,000	24.00	669,500	(50,500)	
Total Other Expenditures	174,200		203,100	(28,900)	
Financial Assistance					
– 55 PLUS – A Manitoba Income Supplement	8,603,900		9,300,000	(696,100)	
– Child Related Income Support Program	5,334,900		5,550,000	(215,100)	
Total Financial Assistance	**13,938,800**		**14,850,000**	**(911,200)**	

Rehabilitation and Community Living Division

The Rehabilitation and Community Living Division provides coordination, direction and support for a range of services to mentally and physically disabled adults throughout Manitoba.

The division is also responsible for the provision of funding to non-profit organizations which support the objectives of Rehabilitation and Community Living.

The major objectives of the division are:

- to support individual, family and community efforts directed toward independent living and participation in the community;
- to provide leadership in policy and program development;
- to establish and monitor program standards; and
- to provide professional consultation, as well as development and training, to government and non-government staff working within the service system.

Prior to February, 1991, the branches of the division were:

- Administration;
- Regional Operations;
- Manitoba Developmental Centre; and
- Programs.

Administration

The Administration Branch includes the office of the Assistant Deputy Minister, and is responsible for overall management, policy direction, program analysis, management information and financial support functions for the division.

The main objectives of this branch are:

- to provide central administration, management and financial support to the program branches within the division;
- to ensure that division activities are consistent with department and government policy and legislation; and
- to provide sustaining grants to non-profit organizations which support or enhance the objectives of the division.

These objectives are achieved by the branch through the provision of program planning and policy development activities, regional and external agency resource allocations, and the development and maintenance of management information systems.

Major activities undertaken by this branch during 1990/91 include:

- coordination of the 1990/91 estimates process;
- initiation of a comprehensive strategic planning process for the division;
- ongoing administrative and technical support to the Working Group on Community Living, established to examine innovative ways of enabling Manitobans with disabilities to live as independently as possible in their communities; and
- establishment of the Financial and Client Tracking System (F.A.C.T.) which enables the division to monitor services to clients, and to monitor or estimate costs associated with such services, on a regional basis. Implementation of F.A.C.T. is ongoing.

Expenditures By Sub-Appropriation

09-3A Administration	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	307,600	7.26	341,000	(33,400)	
Total Other Expenditures	293,400		329,700	(36,300)	

Regional Operations

The Regional Operations Branch manages and delivers a comprehensive range of community social and health services throughout Manitoba. The regions work closely with communities, program directorates, related agencies and other provincial and federal departments to promote the objectives of the department and the specific programs.

In each region, the service delivery system is managed by a Regional Director, responsible for the administration of both Community Social Services for the Department of Family Services, and Community Health Services for the Department of Health. Regional Directors report to the Executive Director of Regional Operations. Program and fiscal controls for social service programs are within the jurisdiction of the Department of Family Services, and those for health programs, within the jurisdiction of the Department of Health.

The Departments of Family Services and Health each maintain central program directorates which have responsibility for development of policy, standards, and procedures necessary to ensure effective and efficient delivery of services in an equitable and accessible manner throughout the province. Further, program directorates are accountable to monitor, assess and evaluate the delivery and impact of services provided by provincial regional offices, funded agencies and direct care providers to ensure an effective and efficient service delivery network is maintained.

Program directorates, in consultation with regional representatives, develop the program budgets based on regional need, past service utilization and in consideration of future initiatives required within each region.

Regional offices deliver services for three divisions of the Department of Family Services:

- Rehabilitation and Community Living for community services for mentally disabled adults and vocational rehabilitation for mentally, physically and psychiatrically disabled adults;
- Child and Family Services for family conciliation services, child and family services in five rural regions and services for disabled children; and
- Day Care, Youth and Employment Support for child day care.

Regional offices deliver services by carrying out the following activities:

- client assessment and placement services, individual case planning and case management services;
- assist clients to access services available either internally or from external agencies;
- monitor client service needs, the quality of services received by clients and general client well-being;
- assist in the development of resources to meet clients' service needs;
- provide program support and consultation to external service delivery agencies;
- provide information for regional and province-wide needs assessment surveys; and
- provide input to divisional planning and the Estimates preparation process.

Services are delivered by eight regional offices. For an outline of regional boundaries, please refer to the Health and Family Services Regional Boundary Map in the Overview Section of this report.

Regional Operations

Caseloads

1988/89 to 1990/91

Program (1)	1988/89	1989/90	1990/91
Mentally Disabled (2)	3,656	3,745	3,968
Vocational Rehabilitation	2,343	2,299	2,370

(1) Caseload statistics, other than mentally disabled and vocational rehabilitation, are reported in the appropriate divisional reports.

(2) Mentally disabled caseload figures reflect both child and adult caseload figures, as both populations are served by the Regional Operations staff.

Regional Operations Caseloads

Adult Mentally Disabled Caseload Statistics

As of March 31, 1991

Age	Borderline	Mild	Moderate	Severe	Profound	Unspecified	Total
18 - 30	101	315	347	142	27	31	963
31 - 45	96	378	416	131	28	39	1,088
46 - 64	56	254	212	68	12	18	620
65+	29	88	73	10	1	13	214
Total	**282**	**1,035**	**1,048**	**351**	**68**	**101**	**2,885**

Expenditures By Sub-Appropriation

09-3B Regional Operations	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	11,187,100	310.26	11,604,500	(417,400)	
Total Other Expenditures	1,495,300		1,467,100	28,200	

Manitoba Developmental Centre

The Manitoba Developmental Centre is a residential facility providing care, supervision and developmental programs for adult mentally disabled individuals from all regions of Manitoba.

The major objectives of the Centre are:

- to provide services to residents including food, shelter, basic care and supervision, medical, pharmaceutical, nursing, dental, physiotherapy, occupational therapy, and a variety of education and training programs to promote rehabilitation;
- to provide client assessment and discharge services;
- to help prepare communities for the reintegration of residents, and to assist residents in their return to community living;
- to involve relatives and friends of residents to take part in many aspects of the Centre's programming; and
- to ensure ongoing staff development and training.

Major results of Centre activity during 1990/91 include:

- the construction of a multi-purpose recreation/ leisure activity room and a Visitors' room in one of the wings at the Centre;
- the successful implementation of a new Incident Reporting policy which has significantly improved Nursing Department reports;
- the hosting of the Centenary celebrations in July 1990, highlights of which included banquets, a Circus day, and the opening of the Centre's museum;
- the establishment of a Sustainable Development Committee, which has coordinated the development and implementation of attainable environmental initiatives as part of an Action Plan for the Centre; and
- the introduction of a Developmental Activity Program (DAP) pilot project which utilizes a transdisciplinary model for the development of a functional activity-based program for "inactive" residents. In addition, a Preparatory Training Program, carried out by Vocational Training and Recreation staff, was introduced to provide immediate service to other typically "inactive" residents.

Manitoba Developmental Centre Admissions and Separations

1983/84 to 1990/91

Fiscal Year	Start Population	New Admission	Re-Admission	Total Admissions	Discharges	Deaths	Finish Population
1983/84	823	22	45	67	88	15	787
1984/85	787	13	29	42	56	11	762
1985/86	762	5	10	15	30	17	730
1986/87	730	6	11	17	108	17	622
1987/88	622	6	14	20	48	10	584
1988/89	584	6	27	33	23	10	584
1989/90	584	11	11	22	12	11	583
1990/91	583	4	20	24	19	9	579

Expenditures By Sub-Appropriation

09-3C Manitoba Developmental Centre	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	19,148,000	620.26	18,959,200	188,800	
Total Other Expenditures	2,863,800		2,911,300	(47,500)	

Programs

The Programs Branch is comprised of the following areas:

- Community Living, responsible for residential and support services for adults with mental disabilities;
- Day Programs, responsible for day services and transportation services for adults with mental disabilities, as well as development and training programs for government and non-government staff;
- Vocational Rehabilitation, responsible for vocational rehabilitation and training services for mentally, physically and psychiatrically disabled persons; and
- the administration of grants to external agencies.

The major objectives of this branch are:

- to facilitate the development of community-based residential, day and support services to support mentally disabled adults and their families;
- to ensure that policies and programs developed are responsive to the changing needs of the target populations;
- to provide leadership and direction to organizations, agencies and the regional operations system in promoting effective and efficient program administration practices;
- to work in partnership with departmental divisions, central government and community resources to ensure services are evaluated in a timely manner for effectiveness and efficiency;
- to assist agencies in the development of services to address the needs of mentally, physically and psychiatrically disabled adults in accessing the workforce through the provision of assessment, training, education and support services;
- to provide program direction and standards governing services provided within the mandate of the Programs Branch;
- to monitor and evaluate programs and services provided by funded agencies and the regional delivery system;
- to establish and control funding to external agencies that deliver services to target populations;
- to develop and monitor, in conjunction with Regional Operations staff, regional budgets for services to eligible clients;
- to provide consultation and technical direction to regional field management and external agencies which provide services to disabled adults;

- to identify required training and development for regional and agency staff; to ensure appropriate prioritization and expenditures of funds for these activities; to deliver and/or ensure the delivery of training programs; and to evaluate training programs offered to staff;
- to provide information, options and recommendations to the Minister of Family Services concerning policies affecting disabled populations; and
- to maintain positive and constructive relationships with clients, advocacy organizations, community organizations and community parties.

Significant activities of this branch in 1990/91 included:

- An automated, client-based statistical and financial tracking system was developed. Full implementation of this system is planned during 1991/92;
- Funding was provided to permit existing community residence clients to access Supervised Apartment Living. This program direction promotes increased independence for Supervised Apartment Living clients and makes community residence beds available for more severely disabled adults;
- A number of admissions to institutions were prevented as a result of the provision of on-site crisis support through the Crisis Intervention program;
- Thirty-two individuals were approved for new funding in Day Programs in the following regions: Winnipeg (18), Parklands (1), Eastman (6), Thompson (1), Westman (4), and Central (2);
- Branch staff continued to assist Sturgeon Creek Enterprises in a two-year demonstration project funded by the Winnipeg Foundation. The project addresses the critical factors related to the implementation and analysis of a comprehensive program evaluation process;
- A five-day training program on job coaching was developed for the staff of non-profit agencies delivering community-based employment training for disabled adults. This program was delivered to agency staff in the Winnipeg and Westman Regions;
- Safe and reliable transportation was provided for 80 percent of the individuals participating in adult Day Programs for the mentally disabled across the province. Other clients used public transportation or were within walking distance of their Day Program;
- Funds were provided in 1990/91 to furnish transportation services for an additional 32 high-priority individuals;
- A more comprehensive contract for transportation services was developed. During 1990/91, the branch implemented a contract for all transportation services in excess of $25,000.00. The new contract will be fully implemented for all transportation service providers in 1991/92; and
- The development of operational policies, procedures and program standards for Vocational Rehabilitation programs was ongoing through 1990/91. This will result in a higher level of consistency and quality of service provided to Manitobans with a disability.

Staff Development and Training

In 1989, a staff development and training initiative was introduced in the Department of Family Services. This initiative was to include both government and non-government staff working with mentally disabled adults, and was to be provided through the Rehabilitation and Community Living Division.

Since that time, in consultation and in cooperation with agencies and their representative organizations, the Programs Branch has provided and facilitated a broad spectrum of training programs for staff at all levels of the service delivery system.

The objectives of the Development and Training Program are:

- to provide and facilitate staff development and training programs that will enhance the ability of agencies and Family Services staff to ensure the quality care and safety of clients placed in residential and day program services funded by the Rehabilitation and Community Living Division; and
- to ensure the ongoing availability of upgrading education to both government and non-government staff who provide care and support to mentally disabled adults in the community.

Community Living

The Community Living Directorate provides Residential and Support Services to assist adult mentally disabled individuals and their families, and other primary care providers. These services are designed to allow mentally disabled adults to live in the least restrictive manner possible, and to promote a maximum level of independence.

Residential and Support Services

Clients Served by Program

1988/89 to 1990/91

Program	Number of Clients 1988/89	1989/90	1990/91
Community Residences	579	581	596
Additional Care and Support	695	701	754
Supervised Apartment Living	216	220	260
Respite	494	524	524
Crisis Intervention	115	99	143
Special Rate Service Provision	52	64	72

Residential and Support Services

Approved Community Residence Beds

By Regional Allocation

Region	Approved Community Residences As At March 1989	As At March 1990	As At March 1991
Winnipeg	220	223	227
Eastman	53	53	53
Interlake	50	49	52
Central	95	95	95
Westman	90	90	91
Parklands	56	56	56
Norman	7	7	9
Thompson	8	8	8
Unallocated	0	0	5
Total	**579**	**581**	**596**

Community Residences

Community Residences are residential resources for mentally disabled adults operated by a board or agency. The board or agency assumes responsibility for provision of accommodation, purchase of day-to-day operating necessities and provision of on-site care and supervision, consistent with the needs of individual residents. Community residences are licensed to operate as Residential Care Facilities.

The objectives of the Community Residence program are:

- to provide community housing for mentally disabled adults who, for a variety of reasons, do not live with family, with friends, or independently;
- to provide a safe and supportive community environment for mentally disabled adults;
- to encourage integration of mentally disabled adults into regular community activities in order to promote social and life skills development; and
- to promote and support client independence in a residential setting.

Additional Care and Support

The Additional Care and Support Program provides training/care/support to mentally disabled persons living in a variety of residential alternatives. Funding is provided on an individual basis, to address assessed and specified needs and goals which are over and above basic care and supervision requirements.

The objectives of Additional Care and Support are:

- to provide for the professional and paraprofessional supports required to promote and support mentally disabled adults in community-based settings;
- to augment basic residential care to address the varied and individual needs of mentally disabled adults; and
- to promote the movement of mentally disabled adults to increasingly independent residential options.

Additional Care and Support

Clients Served by Region

1988/89 to 1990/91

Region	Number of Clients		
	1988/89	1989/90	1990/91
Winnipeg	268	288	310
Eastman	64	67	70
Interlake	84	73	84
Central	89	79	81
Westman	99	99	111
Parklands	56	60	61
Norman	12	11	14
Thompson	23	24	23
Total	**695**	**701**	**754**

Supervised Apartment Living

Clients Served by Region

1988/89 to 1990/91

Region	Number of Clients		
	1988/89	1989/90	1990/91
Winnipeg	53	65	73
Eastman	24	22	28
Interlake	16	17	22
Central	41	39	40
Westman	33	29	43
Parklands	23	26	30
Norman	2	2	4
Thompson	24	20	20
Total	**216**	**220**	**260**

Supervised Apartment Living

The Supervised Apartment Living Program provides training and supervision designed to enable mentally disabled adults to live in their own accommodation.

The objectives of Supervised Apartment Living are:

- to provide support which will enable mentally disabled adults, capable of semi-independent living, to reside in the least restrictive alternative possible;
- to facilitate training and support which will maintain mentally disabled adults in their own accommodation, in a safe and healthy environment;
- to assist mentally disabled individuals to develop skills in personal care, home maintenance, budgeting, menu planning, shopping, cooking, safety, recreation/leisure, community awareness and community participation; and
- to allow more capable individuals to vacate dependent and costly residential options, thereby freeing these residential spaces for individuals with higher needs.

Respite Services

The Respite Program provides short-term care for mentally disabled adults in order to relieve primary caregivers from continuous care.

Primary caregivers, for the purposes of the Respite Program, include natural families, as well as operators of Licensed and Approved Foster Care Facilities.

The objectives of Respite Services are:

- to provide support which will enable primary caregivers to continue to provide community-based residential care; and
- to provide short-term alternative care which will be minimally disruptive to the individual's ongoing lifestyle, and which will be offered in the least restrictive environment possible.

Respite Services

Clients Served by Region

1988/89 to 1990/91

Region	Number of Clients		
	1988/89	1989/90	1990/91
Winnipeg	198	203	203
Eastman	56	70	70
Interlake	47	57	57
Central	38	51	51
Westman	74	57	57
Parklands	65	70	70
Norman	5	5	5
Thompson	11	11	11
Total	**494**	**524**	**524**

Crisis Intervention

Clients Served by Region

1988/89 to 1990/91

Region	Number of Clients		
	1988/89	1989/90	1990/91
Winnipeg	66	62	110
Eastman	10	4	5
Interlake	11	12	10
Central	4	4	7
Westman	9	8	5
Parklands	4	3	0
Norman	3	1	4
Thompson	8	5	2
Total	**115**	**99**	**143**

Crisis Intervention Services

The Crisis Intervention Program provides individualized services to mentally disabled adults whose status or continuation in community placement is in immediate jeopardy.

Crisis Intervention is designed to provide immediate support while appropriate longer-term plans are developed and put into place.

The objectives of Crisis Intervention Services are:

- to ensure the immediate physical safety and well-being of individuals in crisis, and that of those around them;
- to maintain the individual in crisis in the least restrictive alternative while long-term plans are put into place;
- to provide immediate assistance or relief to caregivers and service providers who are experiencing crisis with a mentally disabled adult;
- to prevent institutional placement of individuals due to lack of time to develop appropriate program options; and
- to provide caregivers and service providers with on-site assistance/training in dealing effectively with crisis situations.

Special Rate Service Provision

Special Rate Service Provision allocates resources to support those mentally disabled adults whose needs cannot adequately be met through existing programs and rates.

Resources provided in special rate situations may include, but are not restricted to, residential support, day program support, family support and specialty input.

The objectives of Special Rate Service Provision are:

- to provide short-term (2-12 month) intensive support to assist mentally disabled individuals to fully access and benefit from the existing services and support systems;
- to support long-term stable environments for those individuals requiring enriched service provision; and
- to prevent institutionalization of mentally disabled individuals who cannot be accommodated through current service options and rates.

Special Rate Service Provision

Clients Served by Region

1988/89 to 1990/91

Region	Number of Clients		
	1988/89	1989/90	1990/91
Winnipeg	35	45	54
Eastman	2	2	2
Interlake	4	1	1
Central	1	1	0
Westman	6	9	9
Parklands	0	1	1
Norman	4	4	5
Thompson	0	1	0
Total	**52**	**64**	**72**

Day Program Summary

Number of Persons Served by Region

1988/89 to 1990/91

Region	Number of Clients		
	1988/89	1989/90	1990/91
Winnipeg	585	619	638
Eastman	226	230	236
Interlake	111	115	115
Central	261	261	263
Westman	210	218	222
Parklands	163	157	157
Norman	22	22	22
Thompson	21	21	22
Total	**1,599**	**1,643**	**1,675**

Day Programs

The Programs Branch funds a variety of day services designed to meet the needs of mentally disabled adults. Day programs constitute an array of services which include developmental, activity and pre-vocational programs.

- The objective of *developmental programs* is to develop, maintain and maximize an individual's functioning in areas which may include self-care, physical development, emotional growth, socialization, communication, leisure and, where possible, pre-vocational skills. Developmental programming is generally provided for mentally disabled adults who are more severely disabled and have significant challenging needs;
- The objective of *activity programs* is the preservation of existing skills. These programs are ideally suited to senior citizens who are mentally disabled, or to disabled individuals who are medically fragile. Programs of this nature, for older disabled individuals, need to be flexible in order to permit active participation, which in some cases may be at a less intense level of involvement or duration; and
- The objective of *pre-vocational programs* is to develop, maintain, and/or maximize an individual's functioning in areas critical to the development of vocational and social skills. A pre-vocational program targets movement towards remunerative community placement as an ultimate goal. It is the intent of these programs to ensure that individuals who are capable of progressing to employment are given opportunities to do so.

Day Program Transportation Services

The Programs Branch funds transportation services for mentally disabled adults who attend departmentally-approved and funded day programs.

Public transportation should be the option of choice for those individuals who are capable of utilizing it, given opportunities or training to do so. Nevertheless, specialized transportation services are purchased from a number of private carriers, where distance or the level of disability dictates that this is the safest, most effective and cost-efficient service possible.

In 1990/91, the Programs Branch provided transportation services to 1,344 mentally disabled adults.

The objectives of Day Program Transportation Services are:

- to provide safe transportation from appropriately equipped and licensed carriers for individuals who require specialized services as a result of their mental and/or physical disability;
- to purchase public transportation (bus passes) for individuals who have the physical and mental skills to utilize such services; and
- to purchase services based on competitive rates and in consideration of experience with the quality of services that have been provided in the past.

Day Program Transportation

Clients Served by Region

1988/89 to 1990/91

	Number of Clients		
Region	**1988/89**	**1989/90**	**1990/91**
Winnipeg	542	572	591
Eastman	182	191	194
Interlake	81	88	92
Central	222	224	226
Westman	135	134	135
Parklands	73	68	68
Norman	17	14	17
Thompson	22	21	21
Total	**1,274**	**1,312**	**1,344**

Administrative Support

The objectives of Administrative Support Grants are:

- to provide funds to residential and day program operators to assist in offsetting the costs of program administration; and
- to acknowledge the administrative costs of program operation, and to improve the administrative capability of non-profit agencies.

Administrative Support - By Program

	Program Spaces Funded	
Program	**1989/90[1]**	**1990/91**
Community Residences	579	592
Day Programs	1,532	1,574
Supervised Apartment Living	146	156
Total	**2,257**	**2,322**

1 Administrative Support funding began in this year, replacing a number of different funding mechanisms.

Vocational Rehabilitation

The Vocational Rehabilitation Program assists eligible disabled adults to pursue and secure gainful employment, utilizing a spectrum of vocational training, educational, restorative and support services.

Based upon Individual Vocational Training Plans submitted by Vocational Rehabilitation Counsellors to the Training Selection Committee, funds are approved to assist disabled individuals to pursue assessment and training or education which will enable them to obtain substantially gainful employment.

The objectives of the Vocational Rehabilitation Program are:

- to provide appropriate vocational rehabilitation services to disabled adults in Manitoba, in order to enhance their independence and their ability to contribute socially and economically, through employment in the competitive labour force; and
- to assist adults with a mental, physical or psychiatric disability to access the competitive work force through the provision of assessment, training, support and restorative services.

Vocational Rehabilitation

Persons Served by Disability

1988/89 to 1990/91

Disability	Number of Persons Served		
	1988/89	1989/90	1990/91
Physically Disabled	294	349	352
Psychiatrically Disabled	226	284	272
Mentally Disabled	210	185	179
Learning Disabled	42	40	48
Sight Disabled	30	29	30
Hearing Disabled	90	113	95
Other	2	1	1
Total Persons Served	**894**	**1,001**	**977**

The two charts below outline the services approved both by type of service and by disability group receiving that service. The number of services provided is much larger than the number of people served, as any one person may receive a number of different services, simultaneously, or over time.

Vocational Rehabilitation

Major Services

1988/89 to 1990/91

Type of Service	Number of Services Provided		
	1988/89	1989/90	1990/91
Education – University	147	178	157
Education – Community College	172	213	208
Education – Special College	25	48	41
Education – School	112	98	80
Vocational Training	182	162	160
Vocational Training – Training on Job	98	99	111
Transportation	1,053	1,234	1,237
Special Services	579	748	720
Independent Living Accommodation	1,048	1,180	1,211
Room and Board	118	108	106
Total	**3,534**	**4,068**	**4,031**

Vocational Rehabilitation

Services Provided by Disability

1988/89 to 1990/91

Disability	Number of Persons Served 1988/89	1989/90	1990/91
Physically Disabled	1,201	1,528	1,514
Psychiatrically Disabled	973	1,119	1,147
Mentally Disabled	739	657	611
Learning Disabled	104	105	180
Sight Disabled	95	101	115
Hearing Disabled	418	551	461
Other	4	7	3
Total Persons Served	**3,534**	**4,068**	**4,031**

Expenditures By Sub-Appropriation

09-3D Programs	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,071,400	26.25	1,128,700	(57,300)	
Other Expenditures					
- General Operating	219,400		266,700	(47,300)	
- Financial Assistance	25,729,900		26,948,500	(1,218,600)	
- External Agencies	9,477,300		9,228,200	249,100	
Total Other Expenditures	**35,426,600**		**36,443,400**	**(1,016,800)**	

Child and Family Services

The Child and Family Services Division is responsible for the delivery of a range of high-quality social services to strengthen and support Manitoba families. The primary goal of the divisional programs is to support family unity. However, when families are unable to carry out their responsibilities fully, divisional programs provide for the protection and well-being of family members. When the rights of children and families are in conflict, the Child and Family Services Division ensures that the needs of children are met.

The major objectives of this division are:

- to provide central program management for child and family service programs;
- to provide administrative, program and funding support for child protection and family support services delivered by child and family service agencies, regional offices, and other specialized service agencies;
- to provide short-term care and shelter for youth who require a secure setting;
- to administer the Family Conciliation Program, which provides social service support to the Family Division of the Court of Queen's Bench;
- to provide program direction and funding support for services to families affected by wife abuse and to women's resource centres delivered by specialized service agencies, and to administer the Women's Advocacy Program; and
- to provide program direction and funding support for services provided to children with mental and physical disabilities and their families.

The programs and services administered by the division are coordinated through five branches: Administration, Child and Family Support and Seven Oaks Centre, Family Conciliation, Family Dispute Services, and Children's Special Services.

Administration

The staff of the division's Administration Branch consists of the Assistant Deputy Minister of the division and advisory and support staff. In addition to the provision of divisional administrative, policy and financial coordination, an objective of the branch is to provide direct management support and technical expertise to the program branches within the division. The major results of the branch operations for 1990/91 include:

- coordination of the 1990/91 Estimates process for the division;
- development of an improved system for ensuring that quality correspondence and authority-seeking documents are prepared by the division in a timely and accurate manner;
- completion of a planning process and contractual prototype for the introduction of service contracts for child and family service agencies, and the provision of assistance to agencies' staff as the process was introduced; and
- provision of ongoing management, administrative, budgeting and policy development support to the division's program branches to assist them in meeting their objectives.

Expenditures By Sub-Appropriation

09-4A Divisional Administration	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	204,500	5.00	206,100	(1,600)	
Total Other Expenditures	16,900		23,000	(6,100)	

Child and Family Support and Seven Oaks Centre

The Child and Family Support Branch has program responsibility for the administration of *The Child and Family Services Act*. Services under the Act include support to community groups, assistance to families, child protection, child placement, and services to minor and single parents. The branch is also responsible for the operation of the Seven Oaks Centre, a secure child protection facility.

The objectives of the Child and Family Support Branch include:

- the planning and development of a comprehensive continuum of child and family services throughout the province, designed to support, supplement and, where necessary, substitute for parental care and supervision; and
- the delivery of high-quality services in accordance with provincial statutory requirements, policy direction and budgetary allocations.

Services are provided under the Act primarily by external child and family service agencies and service organizations. In 1990/91, there were 20 mandated agencies with authority to protect children, including ten private agencies, five Native agencies, and five rural and northern regional offices of the department. The Child and Family Support Branch also centrally maintains the Post Adoption Registry and the Child Abuse Registry.

The Act provides for the licensing and funding of placement resources for children, including foster homes, group homes, and treatment centres. Foster homes are approved by the mandated agencies. Group homes and treatment centres are licensed by the department's Residential Care Licensing Branch, and are funded through the Child and Family Support Branch.

In addition, provincial support is provided to other services that promote the strengthening of families, including preventative services and services to minor and single parents. The majority of services and programs funded by the Child and Family Support Branch are cost-shared under the Canada Assistance Plan.

The Child and Family Support Branch operates as a central directorate and supports a range of activities in four major funding areas. They are:

- branch operations and services;
- maintenance of children;
- external agencies; and
- Seven Oaks Centre.

In 1990/91, regional offices of the department that provide child and family services were staffed by the Rehabilitation and Community Living Division. Funding for Child and Family Support programs are provided directly by the branch.

Branch Operations and Services

In 1990/91, the Child and Family Support Branch was involved in supporting a continuum of services through ongoing activities that included:

- strategic and program planning for services in the child and family services system;
- policy development, legislative review, preparing legislative changes and regulations, and planning the implementation of new policies and legislation in the child and family services system;
- program and administrative support to agencies and other service organizations;
- coordinating and providing direct services, including the Interjurisdictional Desk, the provincial adoption registry, post-adoption services and the provincial child abuse registry;
- establishing standards of service delivery and reviewing agency services in relation to these service standards;
- promoting high-quality services delivered by agencies and others, through research and evaluation;
- developing budgets, funding mechanisms and contractual relationships, funding child and family services, reviewing financial requirements and expenditures and maintaining accountability for public funds;
- ensuring appropriate and effective use of Seven Oaks Centre through established admission criteria and the Secure Admissions and Placement Panel; and
- reviewing complaints against agencies and service organizations to ensure compliance with the legislation and standards.

Planning

Branch planning activities in 1990/91 reflected government priorities involving strategic service planning, tripartite discussions with Native groups and the federal government, reviews of child deaths by the Chief Medical Examiner, and a comprehensive approach to dealing with child abuse. Branch activities resulted or assisted in:

- the establishment of joint consultative meetings with agency executive directors and senior departmental staff;

- ongoing tripartite discussions;
- the creation of a training program to teach child and family service workers how to use the Manitoba Child Abuse and Neglect Scales;
- the completion of the detailed design phase of a comprehensive information system which will be capable of monitoring, reporting and assisting with all child and family case and service activities; and
- the continued development of a proposed three-year plan aimed at a comprehensive, interdepartmental approach to the treatment of victims of child abuse, their families, and the offenders.

Policy and Legislation

Policy and legislative responsibilities primarily centred around developmental activities, with no legislative initiatives or regulatory changes taking place in 1990/91. Activities in this area included ongoing development and updating of standards and continuing documentation of comments and recommendations for legislative changes.

Branch activities related to legislative and policy development involved ongoing implementation of major changes approved in 1989/90, related to:

- amendments to child protection legislation to ensure that children in need of protection are identified and reported, and that appropriate action is taken;
- the development and distribution of new interdepartmental guidelines on identifying and reporting children in need of protection; and
- amendments to prescribed adoption forms, consistent with Court of Queen's Bench rules.

Program and Administrative Support

In 1990/91, emphasis continued on providing support to agencies and other service organizations through ongoing activities such as consultation, meetings, workshops, records management and forms distribution. Significant achievements resulting from these activities included:

- the department's receiving authority to proceed with the detailed design phase in the development of the Child and Family Services Information System. A consulting contract was awarded to the LGS Group Inc., and work began on the project in 1990/91.
- training events, including two orientation workshops for beginning staff, and skill development workshops related to medical and child development issues with respect to child abuse, chemical dependency, family violence, youth and suicide, satanic cults and ritual abuse, which involved over 300 participants from agencies, regional offices and other service organizations;
- microfilming and archiving of more than 6,000 permanent ward records of the former Children's Aid Society of Winnipeg; and
- maintenance of the permanent storage or archiving of approximately 70,000 case records and 195,000 cards dating back to 1892, from the former Children's Aid Society of Winnipeg.

Quality Assurance and Program Evaluation

Ongoing activities in this area included the development of standards, service audits and reviews, permanency planning reviews and program evaluation. Significant developments in 1990/91 included:

- ongoing development of an automated permanency planning tracking system through the entering of more than 1,700 permanent wards on the registry;
- enhanced capability to ensure that permanency planning is occurring for all permanent wards, in accordance with legislation and standards; and
- a program review of two agencies utilizing the provincial quality assurance program, to assess their capability of providing mandated services, as outlined in *The Child and Family Services Act.*

Budgeting and Funding

As part of an overall effort by government for improved financial management and increased accountability, the branch was involved in significant developments relating to the funding of external agencies and services:

- an intensive review process, which examined the service and financial plans submitted by the agencies and regional offices detailing financial results and service outcomes;
- ongoing development of a service contract approach to funding for the child and family service agencies and residential treatment centres;
- ongoing consultation with agencies, service providers and the Manitoba Foster Family Association, Inc., leading to the development of a draft structured care continuum, designed to rationalize rates based on defined levels of care; and
- ongoing development of a workload measurement prototype, which is utilized as a program management tool in budget estimating and resource allocation.

Branch Services

The Child and Family Support Branch has responsibility for coordinating or providing specific services, including inter-provincial child protection alerts on transient families and repatriations of runaway children, the child abuse registry, the central adoption registry, post-adoption services, the provincial child-in-care registry, and record access services. Significant results achieved in 1990/91 include the following:

- the opening of 604 new files through the Interjurisdictional Desk that handles child protection alerts and repatriations - 16 with the United States and 15 with other countries;
- a total of 178 repatriations were authorized through the Desk in 1990/91, of which 30 were returning to Manitoba and 146 were sent out of Manitoba. There were two supervision stopovers handled;
- during the year the Desk issued 93 Child Protection Alerts, of which 18 were issued by Manitoba and 75 by out-of-province agencies. Out of the 18 Manitoba alerts, 1 was located in Manitoba, 11 were located out-of-province and 6 expired. Out of the 75 out-of-province alerts, 4 were located in Manitoba, 23 were located out-of-province, 47 expired and 1 was cancelled;
- an increase in the number of registrations with the post-adoption registry and reunions facilitated on behalf of registrants, with 416 adult adoptees, 299 biological parents, 37 adoptive parents and 112 adult birth siblings registered, for a total of 5,628 registrations since 1981, and 178 reunions, for a total of 613 since 1981; and
- the placement of 100 children through the Central Adoption Registry in 1990/91.

Resource Management

This area of responsibility involves approval, funding and management of placement resources, including Seven Oaks Centre. Major developments in 1990/91 were:

- the provision of Abuse Program Initiative funds to the Manitoba Association of Residential Treatment Resources Inc., to enhance treatment services through individual case consultation and program development; and
- the initiation of negotiations with the Child Care Treatment Centres to develop service contracts which would further rationalize funding to these centres.

Complaint Reviews

The Director of Child and Family Services is required by statute to receive and hear complaints from any person affected by the administrative actions of an agency. Complainants may call directly, or may be referred by the Minister of Family Services, by Manitoba's Ombudsman, or by other sources. The focus of complaint reviews is to ensure that agencies or service providers are providing services in accordance with legislation and standards.

Maintenance of Children

Funding appropriated for the maintenance of children is directed toward services to support children in foster care, special rate care, non-government residential care placements, and support services to families. This sub-appropriation is the largest component of funding in the branch, involving well over half of the Child and Family Support budget. Expenditures for maintenance of children in 1990/91 were $51,090,000, an increase of 11.3 percent over the $45,919,600 expended in 1989/90.

Foster Care and Special Rate Care

Funds for this program are used for the purchase of regular and special foster care placements, independent living, emergency foster homes and other non-residential placement resources for children. The foster care program recognizes a continuum of care ranging from regular rate foster care for those children who can readily adapt to family routine, to special rate foster care for emotionally disturbed children, and for developmentally and physically handicapped children.

As established by the August 1988 Memorandum of Understanding between the province and the Manitoba Foster Family Association, Inc., the per diem basic maintenance for 1990/91 was increased to $16.88 for children from birth to 10 years of age, and $21.64 for those between the ages of 11 and 17.

In 1990/91, funding was provided in support of 996,360 foster care days, compared to 924,685 foster care days in 1989/90. Activities in this area in 1990/91 resulted in:

- an increase in the basic rate paid to foster parents, consistent with the August 1988 Memorandum of Understanding between Manitoba and the Manitoba Foster Family Association, Inc.;
- the continued development of the proposed structured care continuum; and

- the provision of assistance to agencies for exceptional placement costs in the amount of $748,200.

Residential Care

This program area involves the placement of children by agencies into group homes and child care institutions. These are non-government facilities, the majority of which are operated by non-profit organizations. Funding is provided by means of a fee-for-service method, using a facility's level-of-care designation as a base. Activities in this area in 1990/91 resulted in:

- the funding of 101,421 residential care days for children in care in 1990/91, as compared to 103,830 care days in 1989/90; and
- the Secure Admissions and Placement Panel's reviewing 170 requests for admission into level IV/V residential treatment placements. A total of 129 referrals were approved for placement - 49 percent male and 51 percent female.

Family Support/Homemaker Services

Part II of *The Child and Family Services Act* allows for child and family service agencies to deliver services geared to keeping families together and to preventing out-of-home placements of children. These provisions include a range of services on a continuum from prevention to crisis intervention, which includes homemaker services provided by Family Services of Winnipeg, Inc., respite services, parent aides, child care workers and therapists. Agencies work with local communities to address the complex needs of families and involve the community in the development of accessible resources to meet these needs.

External Agencies

Child and Family Support coordinated funding to 15 mandated Child and Family Service Agencies, including five Native agencies. In five regions where there are no mandated external agencies, regional offices of the department are responsible for delivering child and family services. These agencies provide a range of preventative, supportive, protective and therapeutic services, in accordance with the provisions of *The Child and Family Services Act.* The branch also coordinated the funding of a number of non-mandated agencies, which serve those families and children who are at risk of requiring mandated services. Regional offices of the department which provide child and family services are funded separately through the Rehabilitation and Community Living Division.

Mandated External Agencies

The 10 mandated external agencies funded by the department in 1990/91 were:

- Northwest Child and Family Services Agency;
- Northeast Winnipeg Family and Child Extended Social Services;
- Child and Family Services of Winnipeg West;
- Child and Family Services of Central Winnipeg;
- Winnipeg South Child and Family Services;
- Child and Family Services of Central Manitoba;
- Child and Family Services of Eastern Manitoba;
- Child and Family Services of Western Manitoba;
- Jewish Child and Family Service; and
- Churchill District Health Centre.

These agencies received service and administration grants to cover costs related to the delivery of services to families and to the placement and supervision of children. They also received grants to fund prevention project costs and support services to families, in order to maintain children in the community and to prevent children from coming into care. These agencies received a total of $21,752,300 for service and administration costs and $206,000 for community service workers.

Native Agencies

There are currently five mandated Native agencies in Manitoba funded primarily by the federal government. These agencies are:

- Dakota Ojibway Child and Family Services;
- Southeast Child and Family Services;
- Anishinaabe Child and Family Services;
- West Region Child and Family Services; and
- Awasis Agency of Northern Manitoba.

These five agencies received provincial grants totalling $294,000 for off-reserve services, and $2,233,400 for supervision fees for children in their care who are a provincial responsibility.

In addition, Ma Mawi-Wi-Chi-Itata Centre Inc. received service and administration funding of $1,155,200. Funds were also provided to the Native Women's Transition Centre, Inc. and the Manitoba Metis Federation Inc. for voluntary family services, women's crisis services and services to Metis communities in rural and northern Manitoba.

Significant developments during 1990/91 included:

- plans for decentralization of the Awasis Agency of Northern Manitoba into four separate agen-

cies, as well as discussions with Swampy Cree Tribal Council with respect to the establishment of a mandated Native agency in The Pas; and

- discussion with the Manitoba Metis Federation Inc. regarding the development of its own Native service agency.

Child Care Institutions

The province continued to provide Service and Administration grants totalling $3,555,000 to four external child care institutions to support operating costs associated with the provision of residential and other supportive services to children in these facilities in the community. These institutions and designated group homes provide residential placements for those children needing the most intensive care.

Other External Agencies

For 1990/91, grants totalling $2,129,300 were distributed to the following agencies: the Health Sciences Centre: Child Protection Centre; Rossbrook House Inc.; The Manitoba Foster Family Association, Inc.; Manitoba Metis Federation Inc.; Native Women's Transition Centre, Inc.; Pregnancy Distress Service Inc.; The Pas Action Centre Inc.; University of Manitoba Psychological Service Centre/Faculty of Social Work: Community Resource Clinic; maternity homes and volunteer service organizations, such as Big Brothers and Big Sisters.

The University of Manitoba Psychological Service Centre/Faculty of Social Work: Community Resource Clinic for graduate students in social work and psychology provides counselling to families in the inner city.

Services to expectant and single parents who are minors are mandatory, and form a part of the continuum of support services to families. Child and family services agencies and regional offices are mandated to provide appropriate support services during the pre-natal and post-natal periods, including parental supports. Included in the overall range of services are:

- Villa Rosa Inc. and The Salvation Army - Lindenview Residence, which are maternity homes offering a range of pre-natal and post-natal services;
- Resources for Adolescent Parents provided through Children's Home of Winnipeg, which address vocational and job preparation, self-development and relationship issues and parenting; and
- Pregnancy Distress Service Inc. (Young Parents Community Centre), which focuses on the needs of young parents by offering a drop-in program, and part-time day care and group programs, including parenting classes.

Child Sexual Abuse Treatment

Funds totalling $197,500 were allocated in 1990/91 for the ongoing implementation of a major child abuse treatment initiative, involving the funding of:

- a program to treat male adolescent child abuse offenders and victims;
- the Manitoba Association of Residential Treatment Resources Inc., for enhanced treatment services through case consultation and program development, with emphasis on child abuse situations;
- a training and demonstration project with respect to High Risk Indicators; and
- a comprehensive child abuse treatment program, operated by a mandated agency and child care institution.

Seven Oaks Centre

Seven Oaks Centre is a provincial facility designated as a place of safety under *The Child and Family Services Act.* The facility provides temporary emergency shelter and protection for children who:

- present an immediate danger to themselves or others; and/or
- demonstrate an inability to stay in a less secure setting.

The Centre provides crisis counselling in a supportive, positive environment for children in care. A strong, cooperative working relationship between Seven Oaks Centre, the Child and Family Services Agencies, and the placement resources in the province facilitates efforts to develop plans that are based on the best interests of children in care.

Child and Family Services (CFS)
Child and Family Support

Number of Children by Present Status Who Have Been Placed[1] by Reporting Agency

as at March 31, 1991 (and totals for 1989 and 1990)

Regions/Agencies	Total at Mar. 31/89	Total at Mar. 31/90	Wards	VPA[2]	Other	Total at Mar. 31/91
Eastman	53	60	32	29	6	67
Interlake	100	103	51	58	1	110
Parkland	120	136	106	24	2	132
Norman	97	111	53	14	4	71
Thompson	153	201	217	23	–	240
STOR[4]	8	7	2	–	–	2
Total Regional Offices	**531**	**618**	**481**	**148**	**13**	**622**
CFS of Central Winnipeg	570	600	439	145	–	584
Northeast Winnipeg FACESS	250	322	130	115	65	310
Northwest CFS	522	607	467	132	1	600
Winnipeg South CFS	238	233	169	117	4	290
CFS of Winnipeg West	157	184	98	69	–	167
CFS of Eastern Manitoba	298	312	210	124	5	339
CFS of Central Manitoba	115	128	87	48	–	135
CFS of Western Manitoba	231	226	185	29	–	214
Jewish CFS	10	12	1	7	4	12
Churchill Health Centre	18	22	3	3	2	8
Total CFS Agencies	**2,409**	**2,646**	**1,789**	**789**	**81**	**2,659**
Dakota Ojibway CFS	258	290	259	58	–	317
West Region CFS	179	197	164	90	–	254
Anishinaabe CFS[3]	–	–	–	–	–	–
Southeast CFS[3]	–	–	–	–	–	–
Awasis Agency	382	416	376	94	–	470
Total Native Agencies	**819**	**903**	**799**	**242**	**–**	**1,041**
Total	**3,759**	**4,167**	**3,049**	**1,179**	**94**	**4,322**

[1] *"Placed" refers to those placements other than the home of the child's parents or persons in whose care the child has been at the time of agency/regional office placement.*
[2] *Voluntary Placement Agreement.*
[3] *Statistics for Anishinaabe Child and Family Services Inc. and Southeast Child and Family Services not available at time of printing.*
[4] *Services to Other Regions.*

Child and Family Services (CFS)

Child Maintenance: Days of Care

1990/91

Agency/Region	Foster & Special Rate Care			Residential Care Days Care	Seven Oaks Days Care	Total Days Care
	Regular Rate Days Care	Special Rate Days Care	Total Days Care			
CFS Agencies						
Northwest CFS Agency	83,629	83,778	167,407	20,035	2,337	189,779
Northeast Winnipeg FACESS	29,865	46,823	76,688	11,606	220	88,514
CFS of Winnipeg West	12,735	27,531	40,266	12,787	371	53,424
CFS of Central Winnipeg	72,484	88,797	161,281	14,894	2,131	178,306
Winnipeg South CFS	25,917	50,176	76,093	5,533	706	82,332
CFS of Central Manitoba	12,560	21,561	34,121	1,761	220	36,102
CFS of Eastern Manitoba	23,621	65,413	89,034	5,694	533	95,261
CFS of Western Manitoba	15,557	31,376	46,933	7,807	2	54,742
Jewish CFS	112	953	1,065	1,784	–	2,849
Churchill Health Centre	847	676	1,523	1,999	60	3,582
Subtotal	**277,327**	**417,084**	**694,411**	**83,900**	**6,580**	**784,891**
Native Agencies						
Dakota Ojibway CFS	7,583	7,190	14,773	477	103	15,353
West Region CFS	18,307	4,742	23,049	171	74	23,294
Southeast CFS	13,829	1,330	15,159	–	187	15,346
Anishinaabe CFS	65,394	8,804	74,198	440	146	74,784
Awasis Agency	19,648	2,408	22,056	–	610	22,666
Subtotal	**124,761**	**24,474**	**149,235**	**1,088**	**1,120**	**151,443**
Regions						
Winnipeg	214	1,456	1,670	183	–	1,853
Eastman	11,074	4,070	15,144	30	64	15,238
Interlake	15,522	10,312	25,834	1,764	236	27,834
Parkland	21,779	14,456	36,235	1,397	80	37,712
Norman	12,793	11,048	23,841	2,322	131	26,294
Thompson	25,825	24,165	49,990	10,737	783	61,510
Subtotal	**87,207**	**65,507**	**152,714**	**16,433**	**1,294**	**170,441**
Total	**489,295**	**507,065**	**996,360**	**101,421**	**8,994**	**1,106,775**

Child and Family Services (CFS)
Child and Family Support

Number of Children by Placement Placed by Reporting Agency

(as of March 31, 1991)

Placement of Children in Care as of March 31, 1991	Regions						Child and Family Services Agencies									
	Eastman	Interlake	Norman	Parkland	Thompson	Stor[1]	CFS Central Mb	CFS Eastern Mb	CFS Western Mb	Jewish CFS	Wpg. Central CFS	Wpg. North East CFS	Wpg. North West CFS	Wpg. South CFS	Wpg. West CFS	Churchill
Regular Rate Foster Home	34	47	30	63	73	2	34	60	51	–	232	88	198	84	32	2
Special Rate Foster Home	10	17	19	37	27	–	50	157	63	2	125	61	161	94	36	2
Support Home	–	–	4	–	6	–	–	–	–	–	–	4	–	1	–	–
Private Group Home	–	1	1	2	7	–	1	–	–	–	–	–	26	15	25	1
Own Agency Group Home	–	–	–	–	–	–	–	–	21	9	–	–	–	2	–	2
Own Agency Receiving Home	–	–	–	–	–	–	–	–	–	–	12	11	24	–	9	–
Emergency/Shelter Facility	–	5	–	–	3	–	–	–	–	–	8	–	8	6	–	–
Other Facilities	1	7	–	6	28	–	12	44	13	1	54	28	23	32	16	1
Maternity Homes	–	1	–	–	2	–	–	–	–	–	1	7	3	2	6	–
Private Institutions in Manitoba	–	3	7	–	22	–	5	–	–	–	29	–	28	2	12	–
Private Institutions Outside Manitoba	–	–	–	–	–	–	–	–	–	–	–	–	–	1	–	–
Total Pay Care	**45**	**81**	**61**	**108**	**168**	**2**	**102**	**261**	**148**	**12**	**461**	**199**	**471**	**239**	**136**	**8**
Selected Adoption Probation	1	2	–	4	2	–	18	17	15	–	23	14	12	24	10	–
Non-Pay Care Institutions	1	10	2	2	9	–	5	16	7	–	34	16	23	9	8	–
Other Non-Pay Care Facilities	20	17	8	18	61	–	10	45	44	–	66	81	94	18	13	–
Total Non-Pay Care	**22**	**29**	**10**	**24**	**72**	**–**	**33**	**78**	**66**	**–**	**123**	**111**	**129**	**51**	**31**	**–**
Total Pay & Non-Pay Care	**67**	**110**	**71**	**132**	**240**	**2**	**135**	**339**	**214**	**12**	**584**	**310**	**600**	**290**	**167**	**8**
Adoption																
Agency wards placed for adoption during 1990/91	2	2	–	–	2	1	3	7	8	–	15	10	23	8	9	–

[1] *STOR – Services to Other Regions*

Note: This chart is continued on the following page. The "Total" column appearing at the end of the chart applies to the data presented on both pages.

Child and Family Services (CFS)
Child and Family Support

Number of Children by Placement Placed by Reporting Agency

(as of March 31, 1991)

Placement of Children in Care as of March 31, 1991	Native Agencies					Total
	Anishinaabe CFS[2]	Dakota Ojibway CFS	South East CFS[2]	West Region CFS	Awasis Agency	
Regular Rate Foster Home	–	215	–	138	303	1,686
Special Rate Foster Home	–	49	–	51	18	979
Support Home	–	–	–	–	–	15
Private Group Home	–	2	–	11	18	110
Own Agency Group Home	–	7	–	–	–	41
Own Agency Receiving Home	–	–	–	6	6	68
Emergency/Shelter Facility	–	27	–	–	4	61
Other Facilities	–	11	–	32	3	312
Maternity Homes	–	1	–	–	6	29
Private Institutions in Manitoba	–	2	–	3	14	127
Private Institutions Outside Manitoba	–	1	–	–	–	2
Total Pay Care	**–**	**315**	**–**	**241**	**372**	**3,430**
Selected Adoption Probation	–	–	–	3	3	148
Non-Pay Care Institutions	–	2	–	2	11	157
Other Non-Pay Care Facilities	–	–	–	8	84	587
Total Non-Pay Care	**–**	**2**	**–**	**13**	**98**	**892**
Total Pay & Non-Pay Care	**–**	**317**	**–**	**254**	**470**	**4,322**
Adoption						
Agency wards placed for adoption during 1990/91	–	1	–	–	7	98

[2]*Statistics for Anishinaabe Child and Family Services Inc. and Southeast Child and Family Services not available at time of printing.*

Note: This chart is continued from the previous page. The "Total" column appearing at the end of the chart applies to the data presented on both pages.

Child and Family Services (CFS)

Report on Alleged Physically & Sexually Abused Children in Manitoba

Source	1988/89	1989/90	1990/91
Agencies			
CFS of Central Manitoba	108	175	71
CFS of Eastern Manitoba	125	180	177
CFS of Western Manitoba	88	76	99
CFS of Central Winnipeg	242	201	214
Northeast Winnipeg FACESS	428	387	292
Northwest CFS Agency	172	179	250
Winnipeg South CFS	62	180	111
CFS of Winnipeg West	217	167	185
Churchill Health Centre	6	15	35
Dakota Ojibway CFS	–	54	82
Southeast CFS	55	42	79
West Region CFS	50	71	74
Anishinaabe CFS	94	46	14
Awasis Agency	–	182	175
Jewish CFS	4	29	19
Subtotal	**1,651**	**1,984**	**1,877**
Regional Offices			
Eastman	18	41	31
Interlake	116	166	126
Norman	61	117	57
Parkland	36	71	62
Thompson	82	105	158
Subtotal	**313**	**500**	**434**
Total[1]	**1,964**	**2,484**	**2,311**
Age of Child			
Under 1 year	37	38	59
1-3 years	274	238	301
4-10 years	766	942	1,028
11-15 years	614	726	663
16 and over	179	235	173
Unknown[2]	–	–	13
Total[1]	**1,870**	**2,179**	**2,237**
Sex of Child			
Male	622	706	864
Female	1,248	1,473	1,373
Total[1]	**1,870**	**2,179**	**2,237**

Child and Family Services (CFS)

Report on Alleged Physically & Sexually Abused Children in Manitoba (continued)

Source	1988/89	1989/90	1990/91
Trauma[3]			
Death	1	–	2
Non-organic Failure to Thrive	–	–	11
Physical Abuse	530	895	943
Sexual Abuse	1,102	1,277	1,229
Emotional Abuse	–	–	128
Other	265	123	87
Total	**1,898**	**2,295**	**2,400**
Alleged Abuser (Cases)[4]			
Father	497	595	553
Mother	223	285	386
Both Parents	58	56	–
Common-law Spouse	109	141	75
Unknown	171	223	351
Other – "Position of Trust"	751	488	623
Foster Parent	33	47	73
Third Party Assault	–	348	306
Total	**1,842**	**2,183**	**2,367**
Sex of Abusers[4]			
Male	1,400	1,639	1,559
Female	349	439	571
Unknown	151	161	237
Total	**1,900**	**2,239**	**2,367**
Age of Abusers[4], [5]			
0-13	108	12	8
14-20	189	48	31
21-30	311	88	61
31-50	522	132	138
51-81	109	24	17
Unknown	661	206	91
Subtotal	**1,900**	**510**	**346**
Age of Abusers[6]			
0-11	–	40	76
12-17	–	222	165
18-30	–	327	401
31-45	–	527	459
46-60	–	119	102
61-Over	–	32	29
Unknown	–	462	789
Subtotal	**–**	**1,729**	**2,021**
Total	**1,900**	**2,239**	**2,367**

Child and Family Services (CFS)

Report on Alleged Physically & Sexually Abused Children in Manitoba
(continued)

Source	1988/89	1989/90	1990/91
Agency Action to Protect the Child[7]			
Voluntary Placement Agreement	88	149	124
Under Apprehension	118	–	278
Temporary Guardianship	191	176	133
Permanent Guardianship	26	77	30
Investigation Only	957	799	945
Further Investigation Pending	147	122	38
Child's Home Under Agency Supervision	401	378	327
Status of Child Remains Unchanged	–	276	272
Child Placed Privately in Community	–	–	27
Child in Home (Abuser Removed)	–	–	99
Deceased	1	–	2
Other	59	84	183
Total	**1,988**	**2,061**	**2,458**
Disposition of Abuser[8]			
Receiving Therapy from Agency	230	370	288
Criminal Court Cases	259	369	334
Investigation Only	1,076	1,215	1,198
Further Investigation Pending	335	354	348
Unknown	–	–	272
Total	**1,900**	**2,308**	**2,440**

Footnotes

[1] *Several agencies/regional offices only reported the total number of abuse cases investigated in 1988/89, 1989/90, 1990/91. For this reason, the total number of cases does not correspond with the totals under "Age of Child" and "Sex of Child".*

[2] *Under the "Age of Child" category, "unknown" was added in 1990/91 reports, since some agencies/regional offices did not report the child's age.*

[3] *The "trauma" category was amended in 1990/91. Categories include death, non-organic failure to thrive, physical abuse, sexual abuse, emotional abuse, and "other". "Other" refers to any trauma which may have been investigated by an agency/regional office but did not fall within the above categories. Some agencies/regional offices reported more than one trauma per case.*

[4] *In some instances, there was more than one abuser per case. Under "Alleged Abuser" category, "Other - Position of Trust," refers to any person other than parents/guardians who had care, custody, control or charge of the child at the time the abuse occurred. "Third Party Assault" refers to an abuser who did not have care, custody, control or charge of the child at the time the abuse occurred.*

[5] *In 1989/90 and 1990/91, some agencies/regional offices reported the abuser's age using 1988/89 criteria.*

[6] *All other agencies that submitted statistics reported under the 1989/90 age distribution criteria.*

[7] *In 1990/91, category was retitled to "Agency Action to Protect the Child". "Under Apprehension", "Status of Child Remains Unchanged", "Child Placed Privately in Community", and "Child in Home (Abuser Removed)" have been added to provide clearer information. "Investigation Only" denotes instances where no further criminal action was taken following the investigation by the agency and/or police (e.g., due to inconclusive evidence). "Further Investigation Pending" means the case had not been concluded at the time statistics were reported. In 1990/91, several agencies/regional offices reported more than one "agency action" per case.*

[8] *Under "Disposition of Abuser" - "Unknown" was added in 1990/91, since agencies/regional offices may not have known the final disposition of the abuser relative to the abuse allegations, at the time the report was submitted. "Investigation Only" denotes instances where no further criminal action was taken following the investigation by agency and/or police (e.g. due to inconclusive evidence). "Further Investigation Pending" means the case had not been concluded at the time statistics were reported. In 1989/90 and 1990/91, several agencies/regional offices reported more than one disposition per case.*

Child and Family Services

Provincial Caseload[1] by Regional Office and Category

March 31, 1991

Case Category	Eastman	Interlake	Norman	Parkland	Thompson	STOR[2]	Total
Children Under Direct Supervision	67	110	71	132	240	2	622
Families Receiving Service:							
- Protection (Families)	206	242	165	292	340	–	1,245
- Unmarried Mother	10	19	1	27	57	–	114
Adoption Applications	23	51	46	65	36	-	221
Total	**306**	**422**	**283**	**516**	**673**	**2**	**2,202**

[1]Excludes services provided by mandated Child and Family Services Agencies and Native Child and Family Services Agencies. Child and Family Services are provided by mandated agencies in Central and Western regions.
[2]Services to Other Regions.

Child and Family Services

Adoption Services

	1988/89	1989/90	1990/91
Selected Manitoba Placements[1]	94	116	98
Selected Out-of-Province Placements	–	5	2
Total Selected Adoptions	**94**	**121**	**100**
Private[2] Placements Opened	–[4]	42	60
De Facto[3] Placements Opened	–[4]	38	15

[1]Selected Adoption - A child is placed for adoption with approved applicants by the director or agency having permanent guardianship of the child.
[2]Private Adoption - A child may be adopted by persons with whom he/she has been placed directly by the biological parent.
[3]De Facto - A child may be adopted by persons who have had him/her in their custody without financial assistance for at least three years.
[4]Statistics not available for 1988/89.

Seven Oaks Centre
Case Count

Residents	1988/89	1989/90	1990/91
Children Resident at April 1	41	45	28
Admissions	809	659	410
Discharges	805	676	414
Children Resident at March 31	45	28	24

Expenditures By Sub-Appropriation

09-4B Child and Family Support	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	2,012,500	52.26	1,958,800	53,700	
Other Expenditures					
- General Operating	619,500		1,073,200	(453,700)	1.
- Maintenance of Children	51,090,800		50,036,600	1,054,200	
- External Agencies	31,522,700		32,495,700	(973,000)	
Total Other Expenditures	83,233,000		83,605,500	(372,500)	

Explanation Number:

1. The variance is primarily attributable to internal expenditure management measures employed to offset shortfalls occurring in other areas, and central government expenditure restraints imposed on communication and computer equipment purchases.

Expenditures By Sub-Appropriation

09-4C Seven Oaks Centre	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,785,500	47.00	1,616,100	169,400	
Total Other Expenditures	253,100		290,100	(37,000)	

Family Conciliation

The Court of Queen's Bench, Family Division, was officially established in 1984/85. Family Conciliation is the social service component of the Family Division Court.

The objective of Family Conciliation is to provide dispute resolution services to separating and divorcing families, where custody, access and guardianship of children are unresolved. The program is focused on protecting the best interests of children within their family system.

During 1989/90, the Family Division, Court of Queen's Bench, and Family Conciliation expanded throughout the Province. Family Conciliation services are administered by regional office staff (funded by the Rehabilitation and Community Living Division) in Brandon, Flin Flon, The Pas and Thompson. The Director of Winnipeg Family Conciliation provides training, consultation and leadership in the development of the regional services.

The objectives of Family Conciliation are achieved through the following activities:

- **Information and Referral** is an intake service. Clients are assisted in identifying problems and possible solutions, informed of community services which may be appropriate to their situation and are referred accordingly.
- **Conciliation Counselling** is brief, separation-related counselling. As the need for more intensive services such as court-ordered assessments increases, conciliation counselling has been purposefully referred to other agencies at intake.
- **Mediation** is a structured, short-term intervention to assist families to develop a parenting plan, to maintain a continuing relationship amongst children, parents and extended family, and to protect children from parental conflict. This is a preferred intervention for resolving custody/access conflicts. A total of 494 families in Winnipeg received mediation services in 1990/91, with the Court referring 33 percent, the lawyers referring 22 percent, self-referrals making up 39 percent and other referrals comprising 6 percent.
- **Court-Ordered Assessment Reports** provide comprehensive family assessments, professional

opinions and recommendations to the Court concerning the best interests of children in custody, access and guardianship matters. The Winnipeg demand for assessments from the Court has risen in 1990/91 to 168 from 141 in 1989/90.

- **Access Assistance Program** is a unique, Winnipeg-based, three-year demonstration project, jointly funded by the federal Department of Justice and the provincial departments of Justice and Family Services. The program focuses on the children's needs in access conflicts, and on compliance with the Court Orders following divorce or separation. Specifically, it offers children an opportunity to maintain or re-establish a positive, continuing relationship with the non-custodial parent; a safe, non-threatening environment for access to take place; a buffer against parental hostility; and, ultimately, a reduction in parental hostility and resulting anxiety for the child. The Access Assistance Program staff includes a Program Counsellor and an Access Counsellor, with psychological service to be contracted out. Legal services and consultations are provided by the Family Law Branch of the Department of Justice. The program began serving clients in March, 1989.
- **Orientation Seminars** are held weekly to orient parents to the services of Family Conciliation. Most importantly, the two-hour seminar educates and focuses parents on the needs of the children when their parents are divorcing. The seminar is an essential first step to mediation and has improved the outcome of the process.
- **Children's Workshops** assist children with the trauma, loss and reorganization occasioned by divorce. There were two models used; monthly after-school workshops and a six-week session for children living in families experiencing severe access conflict.

Family Conciliation Group Programs - (Winnipeg Only)

No. of Participants	1988/89	1989/90	1990/91
Orientation Seminars	542	714	645
Children's Workshops	100	76	66

Activities and accomplishments of this fiscal year included:

- provision of high-quality Family Conciliation services, reaching more than 1,800 families;
- Court-Ordered Assessment Reports totalled 212 in 1990/91, an increase of 20 over 1989/90;
- public information and education continuing through numerous presentations and meetings to inform the public of the service and the needs of divorcing families;
- continuing education to describe the service to lawyers and the Courts, to encourage more appropriate referral and utilization of the service;
- continuing delivery of children's workshops and orientation seminars;
- newly introduced conflict resolution training to other professionals working with families in conflict;
- continuing development of the Access Assistance Program, including:
  - ongoing recruiting and training of volunteers for the supervision of access,
  - quarterly meetings with a Community Consultation Group, and
  - delivery of a children's group aimed at the 8-to-10-year-olds; and finally,
- ongoing development and review of program guidelines.

Family Conciliation Service Profile

Type of Service	1988/89			1989/90			1990/91				
	Winnipeg	Brandon	Total	Winnipeg	Brandon	Total	Winnipeg	Brandon	Flin Flon**	Thompson *	Total
Information and Referral	429	–	429	780	13	793	831	30	–	–	861
Conciliation Counselling	149	15	164	76	20	96	43	13	12	7	75
Mediation	683	39	722	673	76	749	494	80	2	18	594
Court-Ordered Assessment Reports	160	33	193	141	51	192	168	31	4	9	212
Access Assistance Program***	–	–	–	81	–	81	70	–	–	–	70
Total	**1,421**	**87**	**1,508**	**1,751**	**160**	**1,911**	**1,606**	**154**	**18**	**34**	**1,812**

* *Thompson data represents service between September 1990 and March 31, 1991 only.*
** *Flin Flon data represents service between April 1990 and December 1990 only.*
*** *Access Assistance Program - A three-year pilot program for Winnipeg only. February 1989 - February 1992.*

Family Conciliation Referral Sources
(by percentage)

Referral Source	Winnipeg			Brandon			Thompson*
	1988/89	1989/90	1990/91	1988/89	1989/90	1990/91	1990/91
Court	21%	24%	33%	53%	64%	64%	43%
Lawyer	39%	28%	22%	45%	33%	32%	43%
Self	36%	38%	39%	2%	3%	3%	4%
Other	4%	10%	6%	0%	0%	1%	10%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

* *Thompson data represents service between September 1990 and March 31, 1991 only.*

Expenditures By Sub-Appropriation

09-4D Family Conciliation	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	647,400	17.00	670,600	(23,200)	
Total Other Expenditures	98,500		103,300	(4,800)	

Family Dispute Services

Family Dispute Services was created in 1985. The objectives of the branch are to ensure that protection and support services are available to families who are caught in the cycle of violence, and to plan and develop a continuum of services across the province which will address the needs of battered women, their children and those who batter. The branch has three major areas of service: (a) Wife Abuse; (b) the Women's Resource Centres; and (c) the Women's Advocacy Program.

Wife Abuse

The purpose of the Wife Abuse program is to support the development and maintenance of services to aid women who are victims of violence, through the provision of funding and consultation to community-based agencies which offer crisis and support services. The branch also develops and monitors program policies, and is engaged in the preliminary development of service standards for shelters.

The funding to community-based wife abuse services is provided by grants from Family Dispute Services, and per diem funding for residential bednights from Income Security. Grants are in support of administration, short-term crisis services, counselling and/or public education. Other grants paid to specific agencies are in support of fee waiver bednights, crisis line operations, or particular second stage housing services which support women and children in re-establishing themselves independent of their abusers. Other specialized counselling and treatment programs for victims and abusers also receive grants.

In total, Family Dispute Services funded 25 family violence organizations which assist Manitobans affected by family violence, throughout the province, in the 1990/91 fiscal year. Shelters, crisis offices and committees provided 36,064 bednights of crisis accommodation for 2,429 women and 3,532 children. Crisis lines received 62,066 calls. For second stage housing, longer-term accommodation was provided for 116 women and 205 children, for a total of 18,448 bednights. Other specialized counselling and treatment programs provided services to approximately 2,200 women, men and children.

Number of Abused Women and Their Children Accommodated in Wife Abuse Shelters/Committees

	1988/89	1989/90	1990/91
Women	1,582	1,932	2,429
Children	2,230	2,801	3,532
Bednights	19,976	27,077	36,064

Women's Resource Centres

For the 1990/91 fiscal year, Family Dispute Services funded the Fort Garry Women's Resource Centre Incorporated, the North End Women's Centre Incorporated, the Northern Women's Resource Service Incorporated and Pluri-elles (Manitoba) Incorporated, a resource centre for Francophone women. The resource centres have been established to provide information, programs, services and training to assist women in making informed choices in their lives. Resource centres have also undertaken community development activities to assist women in the achievement of social, economic and/or legal reforms.

Also in this fiscal year, Northern Women's Resource Service Incorporated opened a satellite office in The Pas, in conjunction with Opasquiak Women.

Resource centres served approximately 16,073 women during the 1990/91 fiscal year, compared with 11,586 in 1989/90.

Women's Advocacy Program

The major focus of the Women's Advocacy Program (WAP) is the provision of legal information and emotional support to women in Winnipeg whose spouses have been charged with assault. WAP staff contact women by letter in situations where charges have been laid. After the initial contact letter, services are then offered on a strictly voluntary basis. Once a woman contacts the program, she is offered personal interviews and counselling. Other women are referred to the service by the justice system when they are having difficulty understanding and participating in the legal process. The program also provides training on wife abuse issues to law enforcement officers and other professionals.

For the 1990/91 fiscal year, the Women's Advocacy Program contacted 1,246 victims, counselled 468 clients and conducted 16 training events.

During the 1990/91 fiscal year, the Women's Advocacy Program collaborated extensively with the Family Violence Court on the provision of services to abused women whose spouses are to appear before the court on assault charges.

Major Accomplishments for the 1990/91 Fiscal Year Include:

- the development of an improved financial accounting system for all funded agencies, to be implemented April 1, 1991;
- the introduction of a new rental policy on January 1, 1991 for all wife abuse shelters, based on the numbers of bednights of service provided;
- the funding and opening of the Elder Abuse Resource Centre in Winnipeg, sponsored by the Age and Opportunity Centre Incorporated;
- the continued development of administrative standards for shelters;
- the review of the funding model for wife abuse crisis shelters;
- an introduction of a new initiative which provided grants for Second Stage/Outreach Workers to five rural communities; and
- the funding of Samaritan House Ministries for a Second Stage/Outreach Worker in Brandon.

History of Funding to External Agencies by Type of Service ($000)

Category	1988/89	1989/90	1990/91
Shelters (and Satellites)	757.4	1,003.7	1,059.7
Fee Waiver Grants	52.9	33.4	70.8
Urban Program Support	638.0	586.8	672.3
Crisis Lines	77.4	365.4	402.7
Second Stage/Transition Housing	98.3	128.0	137.6
Crisis Offices	38.7	53.5	53.5
Committees	16.3	16.9	16.9
Women's Resource Centres	239.6	456.2	479.7
Total	**1,918.6**	**2,643.9**	**2,893.2**

Expenditures By Sub-Appropriation

09-4E Family Dispute Services	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	426,100	10.00	408,600	17,500	
Other Expenditures					
– General Operating	83,900		213,200	(129,300)	
– External Agencies	2,893,200		2,919,600	(26,400)	
Total Other Expenditures	2,977,100		3,132,800	(155,700)	

Children's Special Services

The objectives of Children's Special Services are to support and maintain children with disabilities in their own families to the greatest possible extent, and to work with appropriate service providers to ensure that high-quality alternative resources are available for those children with disabilities who require care outside their own home. These objectives are achieved by developing services within the community, based on the principle of the least restrictive alternative.

Community-Based Services to Families

The Children's Special Services program develops guidelines and provides resources for such family supports as respite care; child development; supplies and equipment; transportation; and training of workers in rural, northern and remote areas of the province.

Additional care and support for high-need families requiring specialized or intensive supports to care for their children is also available. These supports also include respite, child development, supplies and equipment, and transportation, but are delivered at a much more intensive level. High-need families include single-parent families caring for a disabled child, families with more than one disabled child, or families with a disabled child at risk of institutionalization (or other alternate placement) due to very high or complex needs.

The branch delivers services through staff in eight regional offices and supports these services and regional staff by providing training, research and evaluation. The branch consults with regional offices in the development of individualized care plans for families, and provides regional offices with financial and program guidelines regarding service delivery. Regional office staff are funded through the Rehabilitation and Community Living Division, though funds for program services are within the appropriation for Children's Special Services.

In 1990/91, Children's Special Services provided family support and/or additional care supports to 1,275 children, representing a caseload increase of approximately 7 percent over the previous year.

Training and skill development were made available to approximately 40 regional workers in northern or rural areas, including Thompson and Norman Regions. In these areas, worker turnover could result in a lack of services to a family while a replacement worker is recruited for a northern or remote location. The training and skill development supports help to ensure that a trained worker is available to a family in circumstances in which worker turnover might otherwise result in a lack of services, and increased risk of out-of-home placement.

In regions of the province where therapy services are not available, Children's Special Services contracted for resources for a mobile therapy program. Mobile therapy provides occupational and physiotherapy on an itinerant basis. The therapy is delivered in a child's natural environment, including home, school, day care or nursery school program. In 1990/91, 202 families received service through the mobile therapy program, compared to 194 families in 1989/90.

Also in 1990/91, Children's Special Services provided program direction and funding to support community living arrangements for 14 medically complex children. Medically complex children may require life support interventions or have care needs which require nursing skills.

Number of Families Accessing Service in the Community

	1988/89	1989/90	1990/91
Family Support Service	1,090	1,191	1,275
• Additional Care and Support*	N/A	92	166
• Medically Complex*	8	8	14
Northern Workers Skill Development	N/A	15	40
Mobile Therapy	171	194	202

**Included in Family Support Service total*

External Agencies

Institutional care services are funded by Children's Special Services for 112 children and 137 adults for whom no viable community care options currently exist.

Children's Special Services also provided program consultation and funding support to St. Amant Centre; the Society for Manitobans with Disabilities Inc.; and Community Respite Services. The branch works closely with: the Child Day Care and Child and Family Support programs; the voluntary sector; hospitals; schools; and private external agencies, to best meet the needs of families. In addition, the branch acts in conjunction with the Department of Education and Training and the Department of Health to ensure program coordination.

St. Amant Centre Inc.

Number of Residents

Year*	Number of Children	Number of Residents	Children % of Residents
1987	167	265	63.0%
1988	151	263	57.4%
1989	142	262	54.2%
1990	133	257	51.8%
1991	112	249	45.0%

**As of March 31. The Number of Residents is based on long-term admissions.*

Expenditures By Sub-Appropriation

09-4F Children's Special Services	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	254,900	6.00	257,500	(2,600)	
Other Expenditures					
– General Operating	60,400		89,900	(29,500)	
– Financial Assistance and External Agencies	19,183,800		18,584,700	599,100	
Total Other Expenditures	19,244,200		18,674,600	569,600	

Day Care, Youth and Employment Support

The Day Care, Youth and Employment Support Division provides a focal point for child care, youth and employment activities supportive of Manitoba individuals and families, including social allowance recipients and newcomers to Manitoba.

The division combines responsibility for direction and management of the province's child day care activities, youth employment programs, regionalized employment support offices and province-wide programming, to support the entry of employment-disadvantaged individuals, including social assistance clients, into meaningful employment.

The division is also responsible for the province's immigration and settlement policy and programs.

Prior to February 1991, the branches of the division were Administration, Child Day Care, Youth and Regional Services, and Special Programs and Immigrant Services.

Administration

The Administration Branch consists of the office of the Assistant Deputy Minister of the Day Care, Youth and Employment Support Division. It comprises responsibility for overall management, policy direction, program development and analysis, and management information and support functions for the division.

The branch's two main objectives are:

- to ensure the division's activities are consistent with, and supportive of, departmental and government policy and legislation; and
- to ensure the most relevant adaptation of programs to changing circumstances and priorities.

In order to accomplish these objectives, the branch's responsibilities include the management of major issues affecting program areas, the maintenance of an effective divisional planning and program development function, effective personnel and budget management, and accurate and useful management information systems.

Expenditures By Sub-Appropriation

09-6A Administration	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	334,200	8.00	342,600	(8,400)	
Total Other Expenditures	45,600		117,800	(72,200)	

Child Day Care

The objectives of the Child Day Care Branch in 1990/91 were:

- to support the development of accessible, high-quality child care by assisting day care centres and homes to meet established standards of care;
- to promote positive developmental care for children;
- to support parental participation in day care services; and
- to support inclusion of children with special needs in day care, including children with disabilities and children of families in crisis.

The Child Day Care Branch is responsible for:

- establishing minimum licensing standards for day care centres and family day care homes under *The Community Child Day Care Standards Act*, and licensing and monitoring facilities according to these standards;
- providing financial assistance for day care fees, on behalf of eligible parents with children attending day care centres and homes;
- providing grants and program assistance to eligible community groups and individuals who provide child care services; and
- classifying all child care workers who work in day care centres in Manitoba.

Licensed day care is provided for children 12 years of age or under in seven categories of centres or homes, as follows:

- full-time day care centres - six or more preschool age children are cared for on a full-time basis;
- school-age day care centres - nine or more children enrolled in Kindergarten to Grade 6 are cared for during out-of-school hours;
- occasional day care centres - six or more children are cared for on a casual basis;
- family day care homes - up to eight preschool and school age children, including no more than five preschool children, are cared for in a private home;
- group day care homes - up to twelve children, of whom not more than three are less than two years of age, are cared for in one of the homes of the two people providing care; and
- private home day care - up to four preschool and school age children are cared for in a private home where a licence is optional.

Grants were provided to non-profit day care centres in two categories:

- fully funded - included once-only start-up grants, annual maintenance grants, audit grants, grants for children with disabilities, and salary enhancement grants, which were designed to assist with the establishment and continuing operation of facilities; and
- partially funded - included once-only equipment grants and salary enhancement grants.

Grants were provided in the partially funded category for the first time in 1989-90. They were of a lesser amount than those provided to fully funded centres, but provided some financial support for previously unfunded non-profit facilities.

Grants in both categories were based upon the number of licensed spaces in the facility, the type of care, the hours of care offered, and the ages of children enrolled.

The maximum amount for each grant was established by regulation. Additional funding available to fully funded day care centres caring for children with physical, mental and emotional disabilities was provided in the form of grants for staffing, for additional start-up costs and staff training, or for other services required.

Family day care homes were also eligible for funding in the form of once-only start-up and equipment grants, annual maintenance grants and grants for children with disabilities. A number of family day care homes operated on an unfunded basis, without any grant funding, or on a partially funded basis, with a once-only equipment grant.

In 1990/91, the salary enhancement grant increased by $500 per year, per child care worker, to $4,350 per year for fully funded day care centres. This marked an 11 percent increase. It also increased by $750 per worker to $1,300 per year, or 57 percent, in partially funded centres. The salary enhancement grant was paid directly to non-profit centres, which utilized it to improve salaries for trained child care workers. In 1990/91, for the first time, family day care providers classified at the Child Care Worker II or III level were also eligible to receive a $500 per year salary enhancement grant.

The maintenance grant, which provided basic operating funding to centres and homes, increased by 5 percent in 1990/91.

Infill spaces were created in 1990/91. Only fully funded day care centres and family day care homes capable of caring for more children within existing space and resources, and meeting licensing requirements, became eligible for infill spaces. These

spaces were licensed, and parents of children enrolled in them either paid fees or received subsidies if they were eligible. Grants were not paid for these spaces. There were 210 infill spaces licensed at the end of 1990/91.

All licensed day care centres and family day care homes are eligible to enrol subsidized children and receive fee subsidies, which are paid to them on behalf of families who qualify. Fee subsidies were paid to child care facilities on behalf of an average of 7,566 children in 1990/91, an increase of 1,157 or 18 percent from the previous year. Families qualify for subsidy on the basis of social need (employment, education, special social need), as well as an assessment of net family income. The amount of provincial subsidy a family is eligible to receive is based on family size, composition, income and cost of day care.

The educational requirements necessary for child care workers, and the dates by which these must be completed, are specified by regulation under *The Community Child Day Care Standards Act*. Individuals may be classified at the Child Care Worker Assistant, Child Care Worker (CCW) I, II or III levels. Classification at the CCW II and III levels requires formal education or may be awarded by demonstrating on-the-job abilities through a competency based assessment.

A total of 2,044 child care workers applied to Child Day Care and received classifications in 1990/91. There were 13 candidates who successfully completed the Competency Based Assessment and were classified by Child Day Care in 1990/91. Approximately 33 child care workers have been classified after completing the Competency Based Assessment Program since its inception in 1987.

Child Day Care provides information to parents and interested individuals about child care services and options. An "Intake Line" is staffed by Winnipeg Child Day Care staff during regular office hours, and is also accessible through a government toll-free telephone number. In 1990/91, a total of 8,497 telephone inquiries were received by this service. Child Day Care also has a separate telephone line, which is connected to a Telecommunications Device for the Deaf. Child Day Care places an advertisement in a major Winnipeg newspaper every Saturday, on behalf of licensed family day care providers who have vacant spaces. Information sessions are provided in the evenings to individuals and groups interested in establishing a day care centre, or in becoming a licensed family day care provider.

Several program areas were expanded or established during 1990/91, in response to the short-term recommendations of the Working Group on Day Care established by the Minister, and in order to provide child care services for more families.

An additional 477 spaces were provided with full funding in 1990/91. Of these, 337 were allocated to centres and 140 were allocated to family day care homes. The majority of family day care home spaces were allocated to communities outside of Winnipeg.

Approximately 20 licensed day care centres in schools receive operating funding in the form of grants and subsidies from Child Day Care. Four of these centres opened in 1990/91, in the following schools: École Lagimodière in Lorette, École Point de Chêne in Ste. Anne, and Pinkham School and Sister MacNamara School in Winnipeg.

A work-site day care policy was announced as part of the 1989/90 day care initiatives. The policy provided for a one-time grant of up to $75,000 toward capital costs for sponsors of work-site day care centres. One day care centre received work-site capital funding in 1990/91. Assiniboine Castle Day Care Co-op Inc., sponsored jointly by Assiniboine South School Division and the Manitoba School for the Deaf, is located in Winnipeg.

Funding was provided to establish the first urban Aboriginal day care centre, Nee Gawn Ah Kai Daycare Centre, Inc.

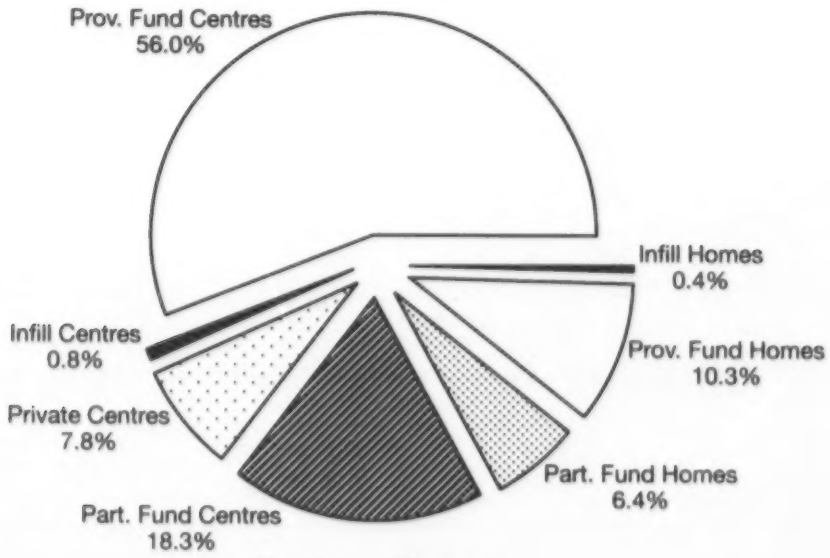
The Children with Disabilities Program places children with physical disabilities, developmental delays, emotional and/or behavioural problems into day care settings. This program offers children an opportunity to reach their developmental potential in a community environment which fosters positive attitudes toward the disabled. It is an integrated approach, which offers a stimulating environment and an opportunity for socialization and independence.

The Children with Disabilities Program provides support and grants to assist provincially funded day care centres, nursery schools, and family day care homes to work with children with disabilities. The number of children participating directly in this program increased to approximately 395 children served, a 10 percent increase from the previous year.

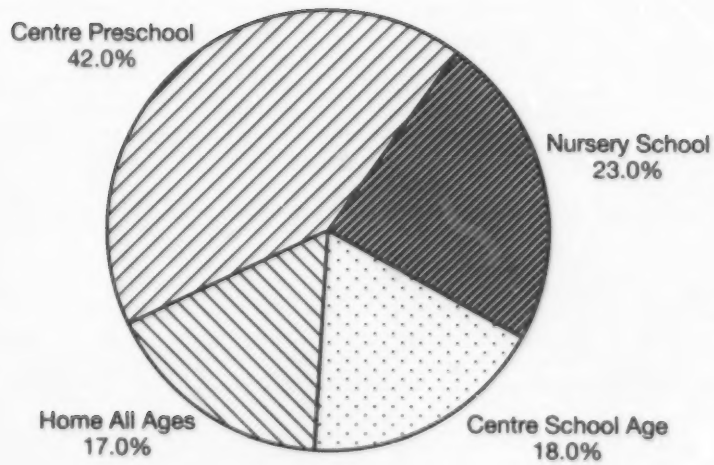
In 1990/91, Manitoba continued to receive federal cost-sharing under the provisions of the Canada Assistance Plan for grant and subsidy expenditures made on behalf of subsidized children in non-profit day care centres and family day care homes.

Day Care Centres and Homes

As at March 31, 1991



Number of Spaces



Types of Licensed Spaces

Day Care Centres and Homes
Total Facilities and Spaces

Day Care Centres	1989/90		1990/91	
	No. of Centres	No. of Spaces	No. of Centres	No. of Spaces
Fully Funded	302	10,006	309	10,197
Infill Spaces		—		140
Partially Funded and Unfunded Non-Profit	150	3,258	146	3,333
Private	35	1,359	38	1,424
Total	**487**	**14,623**	**493**	**15,094**

Day Care Homes	1989/90		1990/91	
	No. of Homes	No. of Spaces	No. of Homes	No. of Spaces
Fully Funded	326	1,755	358	1,883
Infill Spaces		—		70
Partially Funded and Unfunded Non-Profit	144	868	198	1,173
Total	**470**	**2,623**	**556**	**3,126**

Fully Funded Day Care Centres and Homes
As of March 31/91

Region	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	186	6,946	173	838	359	7,784
Infill		107		29		136
Westman	33	849	95	530	128	1,379
Infill		13		35		48
Eastman	23	606	9	51	32	657
Central/South Central	19	511	33	167	52	678
Infill		12		2		14
Interlake	17	402	23	127	40	529
Infill				3		3
Parklands	12	275	8	54	20	329
Infill		8		1		9
Norman	7	210	10	76	17	286
Thompson	12	398	7	40	19	438
Total	**309**	**10,337**	**358**	**1,953**	**667**	**12,290**

Partially Funded and Unfunded Non-Profit Day Care Centres and Homes

As of March 31/91

Region	Day Care Centres		Day Care Homes		Total	
	No. of Centres	No. of Spaces	No. of Homes	No. of Spaces	No. of Facilities	No. of Spaces
Winnipeg	76	2,075	126	756	202	2,831
Westman	25	423	44	246	69	669
Eastman	9	149	6	33	15	182
Central/South Central	23	424	7	44	30	468
Interlake	6	141	8	47	14	188
Parklands	4	56	3	15	7	71
Norman	1	20	4	32	5	52
Thompson	2	45	0	0	2	45
Total	**146**	**3,333**	**198**	**1,173**	**344**	**4,506**

Private Day Care Centres

As of March 31, 1991

Region	Total No. of Facilities	Total No. of Spaces
Winnipeg	33	1,288
Westman	5	136
Central/South Central, Interlake, Parklands, Norman, Thompson	—	—
Total	**38**	**1,424**

Licensing Orders, Suspensions, Refusals

1990/91

Facilities	Number of Licensing Orders*	Licence Suspensions/Refusals
Non-profit day care centres	1	—
Private day care centres	1	1
Day care homes	1	—
Total	**3**	**1**

** A licensing order is issued under Section 18 of The Community Child Day Care Standards Act when serious violations of licensing regulations occur.*

Expenditures By Sub-Appropriation

09-6B Child Day Care	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,645,500	48.26	1,679,800	(34,300)	
Other Expenditures					
- General Operating	398,600		438,000	(39,400)	
- Financial Assistance	21,708,400		21,236,000	472,400	
- Grants	19,104,300		19,602,200	(497,900)	
Total Other Expenditures	41,211,300		41,276,200	(64,900)	

Youth and Regional Services

The Youth and Regional Services Branch develops and implements employment policies and strategies which focus on the needs of students and youth. Programs and services include:

- a centralized registration and referral service for university, community college and high school students for summer positions within the Manitoba Government (Job Opportunity Service);
- student and youth employment programs (Student Temporary Employment Program, CareerStart, Northern Youth Corps);
- summer job placement services for youth in Winnipeg, rural and northern communities (Manitoba Youth Job Centre Program);
- consultation to government departments and agencies on utilizing a supplemental volunteer work force (Volunteers in Public Service Program);
- a volunteer program designed to enable Manitobans to gain valuable work experience and explore career possibilities through volunteer placements within various government departments (Manitoba Volunteers in Government Program); and
- a regional delivery network that provides direct delivery of employment programs, as well as support to individuals in need of assistance, or who are experiencing difficulty finding and maintaining employment (Regional Employment Services).

Programs and services are provided by three areas known as Branch Operations, Youth Programs, and Regional Employment Services.

Branch Operations

Youth and Regional Services' Branch Operations contains the core staff required to plan and deliver branch programs and services, the Computer Services section, and the Job Opportunity Service.

Computer Services

Computer Services is responsible for the design, implementation and maintenance of computer-based management information systems, which are necessary for the effective administration of the programs and services of the branch.

Job Opportunity Service

The Job Opportunity Service is responsible for the registration, referral and placement of all students in summer positions within provincial government departments, Crown corporations, and commissions. Employment-related support services are also provided to unemployed Manitobans in Winnipeg.

The objectives of the Job Opportunity Service in 1990/91 were:

- to increase hiring efficiency within provincial government departments, Crown corporations, commissions, and provincially subsidized positions in the private sector, by providing a centralized registration and referral service for students and youth;
- to support the provincial Affirmative Action Policy, by providing a job placement mechanism for physically disabled, Native, and visible minority students within provincial summer employment programs;
- to increase the opportunities available for students to acquire a career or interest-related work experience;

- to refer students to jobs in their home communities, where possible;
- to assist unemployed Manitobans in Winnipeg, by providing them with job search information, and helping them with resume writing and interview skills; and
- to provide the opportunity for Manitobans to gain work experience, develop skills, or explore career options, by volunteering within government through the Manitoba Volunteers in Government Program.

The results achieved through the Job Opportunity Service in 1990/91 follow:

- The Job Opportunity Service placed 1,480 students and youth in jobs within provincial government departments, Crown corporations and commissions. Of these, 1,036 students were placed in positions covered by the budget of the hiring department or organization. Another 444 students were placed in positions created by the Student Temporary Employment Program.
- A total of 96 physically disabled, 55 Native, and 55 visible minority students and youth found summer employment through the Job Opportunity Service.
- In addition to direct referral, 622 unemployed people were given assistance with resume writing and self-marketing, and were provided with job search information.
- During 1990/91, 78 volunteers were placed in 53 branches of 16 departments throughout government, through the Manitoba Volunteers in Government Program. Thirty-nine percent of the volunteers placed represented groups identified in the provincial Affirmative Action Policy. Applicants to the Program may also receive counselling on job search techniques, resume writing, employment options, and on preparation for interviews.

Expenditures By Sub-Appropriation

09-6C-1 Branch Operations	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	711,300	22.00	738,500	(27,200)	
Total Other Expenditures	96,200		124,300	(28,100)	

Youth Programs

Youth Programs provides employment preparation, creation, and referral programs and services in order to increase employment opportunities for students and unemployed youth. These activities are undertaken through the Student Temporary Employment Program (STEP), Manitoba Youth Job Centres (MYJC), Volunteers in Public Service (VIPS), Manitoba CareerStart, and the Northern Youth Corps Program.

Student Temporary Employment Program (STEP)

STEP provides staff years to enable government departments to hire students in short-term summer positions. The program is designed to offer students career-related work experience, while enabling government organizations to meet service demands at peak activity periods.

The special components of STEP provide both staff years and salary dollars to ensure that disabled students are given opportunities to gain work experience within the Civil Service, and to provide positions for interprovincial and international exchanges, as well as for gifted students.

The objectives of STEP in 1990/91 were:

- to increase career-related work opportunities for students, by providing staff years for positions which offer meaningful career-related work experience;
- to reduce student unemployment in Manitoba during the summer months;
- to provide financial assistance to students, to enable them to continue their education;

- to provide the opportunity for students to work in their home locality during the summer months;
- to provide the opportunity for physically disabled students to obtain work experience during the summer months;
- to provide the opportunity for a student employment exchange between the provinces of Manitoba and Quebec for ten Manitoba and ten Quebec students;
- to provide the opportunity for a student employment exchange between Canada and other countries for six Manitoba and six foreign students in economics and commerce; and
- to provide the opportunity for gifted high school students to participate in the Shad Valley Program, which involves workshops in mathematics, the sciences, and entrepreneurship for four weeks, followed by six weeks of related work experience.

During 1990/91, STEP placed 444 students in 436 positions, of whom 82 were physically disabled, 12 Native and 22 members of a visible minority. Students employed under the program worked an average of 13.3 weeks each.

Manitoba Youth Job Centre Program

The Manitoba Youth Job Centre Program operates throughout the province in cooperation with either a community-based sponsoring committee, or a federal government Student/Youth Employment Centre. Placement, referral and job counselling services are provided for students and unemployed youth seeking summer jobs.

The objectives of the Manitoba Youth Job Centre Program in 1990/91 were:

- to increase the number of local students/youth being hired by private and public employers;
- to increase knowledge of job search techniques, volunteerism and career information;
- to increase employer satisfaction with student/youth employees through appropriate matching and referral;
- to provide career-related summer employment opportunities for 46 students acting as Manitoba Youth Job Centre Managers and Student/Youth Employment Officers; and
- to increase community participation in the areas of student and youth employment activities.

The results achieved through the Manitoba Youth Job Centre Program during the summer of 1990 follow:

- The Program operated Manitoba Youth Job Centres in 34 small rural communities throughout the province. Community sponsoring committees assisted by providing office space and local support. In 10 larger communities, including Winnipeg, Student/Youth Employment Centres were operated jointly with the federal government. University students were hired to operate the centres from May until mid-August.
- During the summer of 1990, a total of 10,348 students or youth were placed in full-time, part-time, and casual jobs by the centres. This figure includes the placement of 813 individuals in Manitoba CareerStart'90 positions. In addition, the centre managers were responsible for organizing and conducting workshops on job search techniques for high school students in their areas.

Volunteers in Public Service Program

The Volunteers in Public Service Program has a mandate to provide leadership and support for volunteerism in the provincial government.

The objectives of the Volunteers in Public Service Program in 1990/91 were:

- to maintain and update policies, procedures and standards of operation for volunteer involvement in government services, and to facilitate their implementation;
- to provide consultation services which promote, support, and educate staff of provincial government departments, branches and agencies in effectively involving and managing volunteers in their programs;
- to coordinate activities that promote and encourage the concept of volunteerism within government, and to liaise with related organizations; and
- to provide consultation on volunteer management to provincial government staff responsible for the operation of government boards and committees.

The results achieved during 1990/91 through the Volunteers in Public Service Program follow:

- Presentations on the new provincial policy regarding volunteer involvement in government were conducted for senior management in 13 departments. Supports to assist staff with policy implementation were developed.
- Staff of the Volunteers in Public Service Program provided a total of 156 consultation and coordination activities on volunteer management, for 47 different branches of government departments. The majority of consultations took place in Winnipeg; approximately 20 percent occurred in rural Manitoba.

Activities focused mainly on the following:

- facilitating networking meetings for staff throughout government who work with volunteers;
- planning and organizing the Premier's Reception for Volunteers in Government;
- administering the Premier's Volunteer Service Award;
- providing volunteer program development and management, including needs assessment, program planning, orientation, evaluation, and recognition of volunteers;
- training staff who work with volunteers or volunteer organizations;
- disseminating information regarding insurance, liability, and legal considerations pertaining to volunteer involvement;
- evaluating existing programs;
- assessing funding proposals for volunteer projects;
- working with volunteer boards; and
- co-ordinating employee/volunteer relationships workshops.

Manitoba CareerStart '90

Manitoba CareerStart encourages employers to create additional employment opportunities for Manitoba's students and unemployed youth during the summer months.

The objectives of Manitoba CareerStart in 1990/91 were:

- to create additional positions for full-time students of any age and unemployed youth 16 - 24 years of age;
- to create employment opportunities for Manitoba youth, which could provide skills, training and/or career-related work experience to equip them for full-time participation in the labour force;
- to provide financial support through employment to students, to enable them to continue their education; and
- to facilitate students' transition from school to work by operating a special component, CareerCredit, in order to enable students to obtain career-related work experiences, which could be granted academic accreditation by their educational institutions.

Manitoba CareerStart '90 guidelines were:

- The Program offered financial assistance to registered businesses, institutional organizations and community/non-profit groups located within Manitoba, and in operation prior to program application.
- Businesses and institutional organizations were eligible to receive work experience incentives from the program at the rate of $2.35 per hour, plus a 10 percent employee benefit allowance.
- Community/non-profit groups were eligible to receive work experience incentives at the rate of $4.70 per hour, plus a 10 percent employee benefit allowance.
- All employers were eligible to apply for up to three positions. The minimum length of employment per position was 210 hours, with a minimum of 30 hours per week. The maximum length of employment eligible was 640 hours, with a maximum of 40 hours per week.

During 1990/91, the Manitoba CareerStart Program assisted 3,103 employers to provide new job opportunities for 4,736 students and youth in 4,485 positions.

Northern Youth Corps

Northern Youth Corps supports the creation of summer employment opportunities for students and youth in northern Manitoba communities which generally experience high rates of unemployment. The program was cost-shared for 1990/91 with the federal government.

The objectives of Northern Youth Corps in 1990/91 were:

- to provide summer job opportunities for students and unemployed youth in northern Manitoba through the provision of grants to community sponsors, to develop and implement summer employment projects; and
- to enable northern communities to undertake improvement projects.

The results achieved by Northern Youth Corps in 1990/91 follow:

- Northern communities created 521 positions, which employed 824 local students and youth; and
- There were 115 community improvement projects undertaken in northern Manitoba communities.

Expenditures By Sub-Appropriation

09-6C-2 Youth Programs	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	607,600	131.06	594,000	13,600	
Other Expenditures					
- General Operating	362,800		326,400	36,400	
- Grants & Transfer Payments	5,690,900		6,124,800	(433,900)	
Total Other Expenditures	6,053,700		6,451,200	(397,500)	

Regional Employment Services

Regional Employment Services provides a decentralized program delivery system throughout Manitoba, excluding the City of Winnipeg, for the development, promotion and implementation of employment and other related programs. Regional Employment Services offers rural residents equal access to government initiatives targeted to their employment needs, through the delivery of such programs as CareerStart, Job Opportunity Service, Manitoba Youth Job Centres, Northern Youth Corps, Volunteers in Public Service, Manitoba Community Places (a Culture, Heritage and Recreation initiative), and Employment Adjustment (a Labour initiative). An on-site counselling service was also provided at the Limestone Hydro-electric Project site.

The nine regional offices, located in Brandon, Killarney, Winkler, Teulon, Steinbach, Dauphin, The Pas, Thompson and Churchill, work with businesses, non-profit and community organizations to deliver programs that are designed to reduce the level of unemployment and increase the skill level of the regional labour force, to enhance the quality of life in rural Manitoba.

The objectives of Regional Employment Services in 1990/91 were:

- to provide an effective decentralized program delivery system in the rural areas of Manitoba for the development, promotion and implementation of employment and other related programs;
- to work with other departments, such as Culture, Heritage and Recreation, Education and Training, and Labour in the regional development and delivery of employment and other related initiatives;
- to provide support for the creation of summer job opportunities for unemployed youth and students through the Northern Youth Corps Program;
- to deliver information regionally about provincial government initiatives available to Manitobans;
- to assist communities, organizations, employers and individuals in developing and accessing employment and other related programs;
- to generate program-specific and region-specific employment information;
- to provide a year-round placement and referral service for positions created through the programs delivered by Regional Employment Services; and
- to provide employment support services to clients pursuing training or employment in hydro-electric development projects.

The results achieved through Regional Employment Services in 1990/91 follow:

- Each regional office was involved in the administration and delivery of Manitoba CareerStart '90. Staff approved 1,876 CareerStart applications, providing 2,591 summer positions for students and unemployed youth.
- Regional Employment Services, in conjunction with the Department of Culture, Heritage and Recreation, delivered the Manitoba Community Places Program. Staff provided expertise in on-site project development, application assessment, contract negotiation and completion, as well as monitoring. Regional Employment Services provided assistance with the creation of 1,882 positions within 253 community capital projects.
- Regional Employment Services supervised the operation of 43 Manitoba Youth Job Centres. The centres provide referral, counselling and placement services to students and unemployed youth seeking summer employment.

- During the summer of 1990, Regional Employment Services administered the Northern Youth Corps Program, which provided grants to northern communities to create 521 positions, employing 824 local young people on community improvement projects.
- Counselling services were provided by one staff person at the Limestone Hydro-electric Project site. Services included site orientation, personal counselling, and crisis intervention, focusing on work adjustment problems, cross-cultural adjustment, family problems and money management. In 1990/91, approximately 385 individuals employed or being trained for work at the Limestone construction site received services in support of their employment or training from Regional Employment Services.
- Regional Employment Services also provides information to the staff of Employment and Immigration Canada, to assist them in their assessment of Canadian Jobs Strategy applications. Their input is designed to prevent duplicate funding by the federal and provincial governments, and to coordinate efforts where employers are participating in federal as well as provincial initiatives.

Expenditures By Sub-Appropriation

09-6C-3 Regional Employment Services	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,160,800	25.26	1,165,700	(4,900)	
Total Other Expenditures	410,700		315,300	95,400	

Special Programs and Immigrant Services

The Special Programs and Immigrant Services Branch consists of the Human Resources Opportunity Program, Employability Enhancement Programs, and the Immigration and Settlement Services Unit. Administrative support for these program areas is provided by an operations unit.

The Special Programs and Immigrant Services Branch is responsible for the development of policies and programs related to:

- vocational counselling and placement of severely employment-disadvantaged individuals into skills training, work experience or work activity projects;
- employability enhancement programming for social assistance recipients; and
- services for Manitoba's newcomer population.

Branch Operations

The major objectives of the Special Programs and Immigrant Services Branch Operations unit are:

- to ensure that the policies, administration, and service delivery of the branch's programs are in accordance with the relevant government policies and guidelines; and
- to provide support to the branch's three major program areas in the development, implementation and analysis of employability programming and services to immigrants.

The activities related to branch operations include:

- providing general management, policy direction, program analysis, and development for the programs and services administered by this branch;
- providing input to divisional planning and Estimates preparation process; and
- managing authorized fiscal and human resources.

Expenditures By Sub-Appropriation

09-6D-1 Branch Operations	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	126,000	3.00	135,700	(9,700)	
Total Other Expenditures	9,900		10,000	(100)	

Human Resources Opportunity Program

The Human Resources Opportunity Program (HROP) is intended to assist those individuals who experience continued difficulty in finding and maintaining employment to re-enter the work force. Specific attention is given to persons receiving, or likely to receive, social assistance.

The objectives of the program in 1990/91 were:

- to assist persons who experience problems in securing or sustaining employment to acquire the social and technical skills necessary to eliminate or prevent their financial dependency on provincial and municipal governments;
- to develop delivery systems that will ensure comprehensive services are available throughout the province;
- to provide linkages with other provincial, municipal, federal and private sector resources, to ensure that appropriate jobs and services are available when job readiness is achieved, and that the costs involved are shared appropriately; and
- to develop employment opportunities for persons unable to function independently in the labour market.

Program clients must demonstrate a need for special help in finding employment, and be willing to pursue technical or vocational courses leading to employment. Clients must also be willing to acquire the personal and social skills needed to sustain them in training and employment.

Program counsellors assist clients to assess their vocational skills, interests and aptitudes, and to develop and implement a plan of action that will lead to financial independence.

The program draws on the resources of other provincial, federal and municipal departments, as well as the private sector, in order to provide financial and technical assistance. Training programs at community colleges, private trade schools, and in industry are used extensively. Work experience placement in a variety of regular work settings is a major component of programming.

The program served 4,067 clients in 1990/91. A total of 2,732 clients received extensive vocational counselling; 779 clients attended community college or a trade school; 273 were placed in work training and assessment; 525 were involved in Human Resources Opportunity Centre programming; and 313 received specialized life skills training. A total of 796 clients received ongoing supportive counselling following employment placement. At fiscal year end, 2,232 clients remained in the program.

Human Resources Opportunity Centres

Human Resources Opportunity Centres (HROC's) provide assistance to those persons who require a more intensive approach to counselling and job training. The centres offer participants a combination of job training and work experience through involvement in on-site work bases and community work placements.

Centres play an important role in helping participants to improve their self-confidence through counselling and life skills training, which familiarize them with budgeting, problem-solving, communicating, stress management, grooming for employment, employer expectations and goal setting. Participants are also exposed to a range of career and job search information. There are eight Human Resources Opportunity Centres, located in Winnipeg, Brandon, Portage la Prairie, Dauphin, Selkirk, Beausejour, Gimli and The Pas. Centres work closely with other provincial government departments, municipalities and non-profit community groups in their work-base activities.

Centres also deliver a variety of special programming funded by the federal and municipal governments, which is designed to meet community needs. Special programs delivered in fiscal year 1990/91 included a youth program called Workplace Orientation Workshops, which was aimed at school dropouts and funded by Employment and Immigration Canada. Employment and Immigration Canada also funded a Job Finding Club, which the Westbran HROC coordinated. The cities of Brandon and Winnipeg, and the town of Minnedosa, funded municipal programming designed to assist social assistance recipients to enter the work force. A total of 201 clients participated in special programs delivered by the Centres.

Human Resources Opportunity Program

Job Placement by Region

1990/1991

Region	Method of Placement							
	Social Assistance Recipients				Non-Social Assistance Recipients		Total	
	Single Parent Assistance		Other Social Assistance					
	By H.R.O.P. Staff	Self	By H.R.O.P. Staff	Self	By H.R.O.P. Staff	Self	By H.R.O.P. Staff	Self
Central	5	2	-	2	5	12	10	16
Eastman	4	13	5	7	10	20	19	40
Interlake	8	12	12	4	49	16	69	32
Parklands	3	6	3	5	15	9	21	20
Westman	119	-	74	-	36	-	229	-
Winnipeg	102	60	-	-	-	-	102	60
TOTAL	**241**	**93**	**94**	**18**	**115**	**57**	**450**	**168**

Human Resources Opportunity Program

Program Caseload Movement By Category of Service

1990/1991

Caseload Category	Number of Cases April 1/90	Intake	Caseload Category Transfer		Cases Closed	Number of Cases March 31/91
			In	Out		
Employment Services	98	42	195	180	72	83
Vocational Counselling	880	1,842	924	1,707	961	978
Vocational Training	487	87	692	402	212	652
Work Assessment	13	1	21	29	-	6
Work Training	103	7	244	285	11	58
Human Resources Opportunity Centres	189	77	448	418	101	195
Social Projects	41	14	299	229	40	85
Employment Services Follow-up Counselling	178	8	610	183	438	175
TOTAL	**1,989**	**2,078**	**3,433**	**3,433**	**1,835**	**2,232**
Incidental Services*		1,662			1,662	

** Incidental Services - Counsellor involvement with an individual usually limited to a single contact (referral service, information giving, etc.)*

Human Resources Opportunity Program

Applications (New and Re-Opened Cases Only) By Source of Referral and Region

1990/1991

Regional Office	Source of Referral						
	Income Security	Personal Service	Municipal	External Agencies	Human Resources Opportunity Centres	Self	Total Applications
Central	115	-	12	16	2	46	191
Eastman	70	4	9	16	2	54	155
Interlake	72	2	21	24	8	63	190
Parklands	90	-	8	18	5	61	182
Westman	178	2	94	45	6	123	448
Winnipeg	818	-	-	13	49	32	912
TOTAL	**1,343**	**8**	**144**	**132**	**72**	**379**	**2,078**

Human Resources Opportunity Centres

1990/91

Centres	Clients In Centres at April 1, 1990	Intake April 1, 1990 to March 31, 1991	Total Clients Served During 1990/91	Clients Not Completing Their Training			Completed Program (Were Considered Job Ready Upon Completion)*	Completed Program And Placed In Employment or Further Training	Clients In Centres at March 31, 1991
				Withdrew During Assessment (1st Month)	Withdrew During Program	Referred to Other Programs Which Could More Appropriately Meet Their Needs			
Winnipeg Human Resources Opportunity Centre	116	411	527	117	74	9	31	190	106
Westbran Human Resources Opportunity Centre	91	201	292	34	72	1	19	78	88
Central Human Resources Opportunity Centre	18	43	61	9	17	0	8	18	9
Parklands Human Resources Opportunity Centre	21	72	93	12	23	7	7	19	25
Interlake Human Resources Opportunity Centre	50	115	165	17	12	3	26	80	27
The Pas Human Resources Opportunity Centre	27	97	124	3	45	0	12	40	24
Eastman Human Resources Opportunity Centre	15	61	76	2	11	1	25	23	14
Selkirk Human Resources Opportunity Centre	34	209	243	47	63	1	15	80	37
TOTAL	**372**	**1209**	**1581**	**241**	**317**	**22**	**143**	**528**	**330**

** A significant number of those clients who completed the program obtained employment within a few weeks of completing the program.*

Expenditures By Sub-Appropriation

09-6D-2 Human Resources Opportunity Program/Centres	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	1,069,100	27.00	1,070,500	(1,400)	
Other Expenditures					
- General Operating	166,000		152,000	14,000	
- Financial Assistance	166,800		132,800	34,000	
- Opportunity Centres (HROC's)	5,012,100	10.00	5,000,800	11,300	
- Less: Recoveries from Other Appropriations	(167,700)		(200,000)	(32,300)	
Total Other Expenditures	5,177,200		5,085,600	91,600	

Employability Enhancement Programs

Manitoba provides a variety of initiatives intended to assist social assistance recipients to make the transition from dependency on social assistance to employment and financial self-sufficiency.

These training and employment initiatives were first established in 1987, under the Canada/Manitoba Agreement on Employability Enhancement for Social Assistance Recipients. The province is responsible for developing and administering programs which are designed to enhance the social, technical, and employment skills of social assistance recipients, including youth, disabled persons, sole-support parents, and other general recipients. The programs serve a total of approximately 1,000 clients per year. The federal government provides funding for employability enhancement programs through the Canadian Jobs Strategy, which is administered by Employment and Immigration Canada.

The programs and services included under the Employability Enhancement Agreement in 1990/91 follow:

Single Parent Job Access

The Single Parent Job Access Program provides support to single parents in receipt of social assistance, to assist them in planning for their future educational or vocational development, with the objective of long-term financial independence.

The program provides integrated counselling, vocational training, and work experience, tailored to the needs of the individual.

The objectives of the Single Parent Job Access Program in 1990/91 were:

- to provide programming which responds to individual needs of single parents through a combination of personal counselling, group pre-employment sessions, work experience and skills training placements;
- to create an awareness among single parents on social assistance, and agencies serving this group, that there is programming that can assist them to enter employment or training; and
- to provide monitoring and follow-up support which will further enhance the participants' chances of successfully securing employment.

The Single Parent Job Access Program components include: intake; assessment and counselling; group pre-employment preparation programs; work experience, and skills training; and a support fund from which training or work-related costs, including child care, are provided.

This program is delivered through seven Human Resources Opportunity Centres of the Human Resources Opportunity Program, and served a total of 710 participants in 1990/91.

Single Parent Job Access Program
1990/91

Location	In Program at April 1/90	Intake During 1990/91	Number of Persons Served April 1/90 to March 31/91	In Program at March 31/91	Participation by Component*		
					C.O.P.E.**	Work Experience	Skills Training
Winnipeg	31	266	297	27	137	87	73
Westbran	25	127	152	50	52	72	28
Central	15	58	73	11	21	52	–
Parklands	8	29	37	6	11	26	–
Interlake	7	30	37	0	15	22	–
The Pas	20	53	73	15	12	44	17
Eastman	8	33	41	5	18	23	–
Total	**114**	**596**	**710**	**114**	**266**	**326**	**118**

* *Some trainees participated in more than one component.*
** *Career Opportunities in Preparation for Employment*

Gateway

Gateway offers social assistance recipients 18 years of age or over an opportunity to participate in a training and work experience program leading to permanent employment.

The objectives of Gateway in 1990/91 were:

- to provide specific skills training for social assistance recipients 18 years of age or over;
- to encourage private sector employers to provide employment opportunities through wage assistance; and
- to assist social assistance recipients to adapt to a working environment, by providing individual and group counselling to enhance employability and personal development.

The program combines up to 40 weeks of classroom instruction with 12 weeks of on-the-job training, with the expectation that the work experience component will lead to permanent employment.

During the classroom component, participants receive a training wage of $5.00 per hour. Participants are paid by the employer during the on-the-job training component. Gateway provides reimbursement to the employer at the rate of 50 percent of the hourly wage, paid to a maximum of $3.00 per hour, plus a 10 percent employee benefit allowance.

Throughout the duration of the program, participants receive financial supports to cover costs associated with child care, employment-related tools, equipment, and clothing. Personal supports include extensive individual and group counselling, personal development, employment preparation and job search training.

Gateway operates in Winnipeg, Brandon and The Pas. The program enrols a number of new participants throughout the year, and therefore overlaps two fiscal years.

In 1990/91, 57 participants enrolled at South Winnipeg Technical Centre to study Autobody Repair, Auto/Diesel Mechanics, Automated Office, Building Operations and Power Engineering, Commercial Food Services, Health Services Admissions, Industrial Electricity, Industrial Electronics, Industrial Mechanics or Industrial Welding. At Red River Community College, 15 participants studied Health Care, and 14 studied Printing/Offset Duplicator.

In Brandon, 13 participants were enrolled in areas such as Mechanics, Welding, Retail Sales, Secretarial and Accounting. Training institutions in Brandon included Assiniboine Community College, Crocus Plains Regional Secondary School, and Brown Accounting. Eleven participants in The Pas received Community Health Worker training through the Human Resources Opportunity Centre.

A total of 183 participants were served in 1990/91, including 110 participants who entered the program in 1990/91, and 73 participants who entered the program the previous year. Of the 73 participants who entered the program in 1989/90, 60 completed the classroom component, and 39 completed both the classroom and work experience components. The participants who entered the program in 1990/91 will complete their training by January 1992, with the exception of the 11 participants in The Pas, who have all completed both program components.

Job Access for Young Adults

Job Access for Young Adults offers training and employment for social assistance recipients between the ages of 18 and 24 years.

The objectives of the Job Access for Young Adults program in 1990/91 were:

- to provide an opportunity for young adults receiving social assistance to obtain skills training and work experience leading to permanent employment;
- to encourage private sector employers to provide employment opportunities for youth receiving social assistance through wage assistance; and
- to assist these youth to adjust to a working environment, by providing personal development and employment preparation training.

The Job Access for Young Adults Program provides 30 young people with an opportunity to participate in up to 40 weeks of classroom instruction, and 12 weeks of on-the-job training. Counselling and support are available throughout the 52-week period. Financial supports include classroom supplies, child care expenses, tools and uniforms. Personal supports include extensive counselling, as well as personal development and employment preparation training.

In 1990/91, 30 participants studied Autobody Repair, Auto/Diesel Mechanics, Commercial Food Services, Industrial Electricity, Industrial Electronics, Industrial Mechanics, Industrial Welding, Production Art, or Technical Drafting. While attending classroom instruction, participants received a training wage of $5.00 per hour.

Private sector employers were recruited to provide work experience placements, with the expectation that permanent employment would result. Employers were eligible to receive wage reimbursement equal to 50 percent of the hourly wage paid up to a maximum of $3.00 per hour, plus a 10 percent employee benefit allowance.

Community Based Employability Projects

Community Based Employability Projects provide grant funding to selected community-based organizations to set up and operate training and employment projects leading to permanent employment for social assistance recipients.

Priority consideration is provided to projects which address the employability and personal needs of the physically, mentally, or emotionally disabled, or youth between the ages of 18 and 24.

The objectives of Community Based Employability Projects in 1990/91 were:

- to provide grant funding to organizations to deliver projects leading to permanent employment for social assistance recipients; and
- to provide provincial and municipal social assistance recipients with an opportunity to gain the necessary skills and work experience required to function in the workplace.

Projects combine formal classroom training in areas such as life skills, employment preparation, and job search skills with on-the-job training and work experience, leading to full-time employment with private sector employers. Project participants receive a training wage equal to, or greater than, the provincial minimum wage. In 1990/91, Community Based Employability Projects provided grant funding to 11 organizations to deliver employment and training projects to 310 social assistance recipients. Eight of these projects were funded in conjunction with Employment and Immigration Canada, and three were totally provincially funded. In addition, two municipal projects operated by the cities of Winnipeg and Brandon were funded by Employment and Immigration Canada and the respective municipalities. These two projects served a total of 46 social assistance recipients.

Expenditures By Sub-Appropriation

09-6D-3 Employability Enhancement	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	501,700	15.00	547,200	(45,500)	
Total Other Expenditures	3,914,400		4,409,600	(495,200)	

Immigration and Settlement Services

A description of Immigration and Settlement services, objectives and results are contained within the report of the Department of Culture, Heritage and Citizenship, which assumed administration of matters relating to immigrant services in February of 1991.

Expenditures By Sub-Appropriation

09-6D-4 Immigration and Settlement	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	583,800	17.00	618,300	(34,500)	
Total Other Expenditures	430,900		515,300	(84,400)	

Social Services Advisory Committee

The Social Services Advisory Committee is established by *The Social Services Administration Act* and appointed by the Lieutenant-Governor-in-Council. The Committee serves as an independent appeal board, to apply the legislation governing financial assistance programs, the licensing of day care centres and residential care facilities, as well as eligibility for the Vocational Rehabilitation of Disabled Persons Program.

The jurisdiction of the Committee as an appeal board for the social assistance programs, including Student Social Allowances and the Municipal Assistance Program, is set out in Section 9 of *The Social Allowances Act* and in Subsection 451(4) of *The Municipal Act*. It is in the capacity of an appeal board for these programs that the Committee hears appeals throughout Manitoba with regard to denial, cancellation, suspension and variance of amounts of assistance that have been granted. In addition, appeals concerning denial of the right to apply for assistance, and concerning unreasonable delay in the making of a decision are heard. Final orders or decisions of the Committee may be subject to appeal to the Court of Appeal, when permission has been obtained from a judge representing that Court. Permission may be granted only when the jurisdiction of the Committee or a point of law are in question.

The Committee also hears appeals related to Child Day Care subsidies to parents and guardians, and appeals with respect to 55 Plus - A Manitoba Income Supplement.

In accordance with Section 13 of *The Social Services Administration Act*, appeals regarding the denial, suspension or cancellation of a license or letter of approval relating to a residential care facility or a child care facility (i.e., a day care centre or home, or a foster home) are heard by the Committee as well. These decisions of the Committee may be open to appeal to the Court of Queen's Bench.

The Committee also hears appeals with regard to the Vocational Rehabilitation of Disabled Persons Program, under Regulation 1/90 of *The Social Services Administration Act*. Appeals may be filed against the decision of the director to refuse an application on the grounds that the applicant does not meet the eligibility criteria.

In its advisory capacity, the Committee considers matters referred to it by the Minister, and responds by way of a report. The Committee also draws to the Minister's attention issues which arise from hearings, and which may have implications for the department.

During the hearings, or in its decision letters, the Committee may draw an appellant's attention to other available services. In this regard, the Committee members undertake to keep themselves informed about relevant agencies, programs and policies.

There has been a noticeable increase in appeals, with applicants or recipients of programs within the Social Services Advisory Committee's jurisdiction taking advantage of their right to bring their concerns before an independent appeal board. In the last two years, the appeals have increased by approximately 60 percent.

Social Services Advisory Committee

Appeals Received by Basis of Appeal and Disposition

1989/90 and 1990/91

Basis of Appeal	Appeals Received		Disposition										
			Allowed		Dismissed		Withdrawn		Did Not Appear		Outside Jurisdiction		Pending
	1989/90	1990/91	1989/90	1990/91	1989/90	1990/91	1989/90	1990/91	1989/90	1990/91	1989/90	1990/91	1990/91
Not Allowed to Apply	8	2	3	1	1	–	4	1	–	–	–	–	–
Decision Delayed	7	5	–	1	5	1	1	3	–	–	1	–	–
Application Denied	192	307	23	21	70	111	76	150	14	16	9	9	–
Suspended/Withheld	90	237	2	9	37	88	42	101	9	34	–	5	–
Cancelled	141	143	14	8	62	51	51	68	9	6	5	8	2
Varied	44	32	–	1	22	10	19	18	2	1	1	2	–
Assistance Insufficient	162	229	14	24	67	71	70	111	7	13	4	10	–
None	11	16	–	–	–	–	2	3	–	–	9	13	–
Other***	–	2	–	1	–	1	–	–	–	–	–	–	–
TOTAL	**655***	**973****	**56**	**66**	**264**	**333**	**265**	**455**	**41**	**70**	**29**	**47**	**2**

** Includes 28 appeals against the Child Day Care program; 7 appeals against the office of Residential Care Licensing; 13 against 55 Plus – A Manitoba Income Supplement; and 1 against the Vocational Rehabilitation of Disabled Persons Program.*

*** Includes 28 appeals against the Child Day Care Program (including 7 Licensing); 9 appeals against the office of Residential Care licensing; 20 against 55 Plus – A Manitoba Income Supplement; 4 against the Vocational Rehabilitation of Disabled Persons Program; and 2 against Homemaker Services.*

****Basis "OTHER": Represents Section 20(4) and Section 12(1) of the Child Day Care Standards Act. (Appeals under these Sections were not heard previous to 90/91.)*

NOTE: Cancellations, variations, suspensions, and withholding of social assistance were previously listed under the single heading "Assistance Cancelled".

Expenditures By Sub-Appropriation

09-1H Social Services Advisory Committee	Actual 1990/91 $	Estimate 1990/91 SY	Estimate 1990/91 $	Variance Over(Under)	Expl. No.
Total Salaries	127,700	3.00	94,400	33,300	
Total Other Expenditures	136,000		127,000	9,000	

Department of Family Services

Revenue Summary by Source ($000)

for the year ended March 31, 1991 with comparative figures for the previous fiscal year

Actual 1989/1990	Actual 1990/1991	Increases (Decreases)	Source	1990/1991 Actual	1990/1991 Estimate	Variance
			Current Operating Programs:			
			Other Revenue:			
209.8	209.8	0.0	(1) Levy for Local Government Welfare purposes in unorganized Territories.	209.8	209.8	0.0
1,596.2	1,559.6	(36.6)	(2) Vital Statistics	1,559.6	1,600.0	(40.4)
4,442.0	4,341.0	(101.0)	(3) Sundry Items	4,341.0	4,921.2	(580.2)
6,248.0	6,110.4	(137.6)	Subtotal	6,110.4	6,731.0	(620.6)
			Government of Canada:			
189,570.4	216,145.0	26,574.6	(1) Canada Assistance Plan	216,145.0	211,706.0	4,439.0
15,896.8	18,590.4	2,693.6	(2) Treaty Indians – Social Allowances	18,590.4	19,880.8	(1,290.4)
3,368.7	3,697.1	328.4	(3) Treaty Indians – Ward Maintenance	3,697.1	3,500.0	197.1
3,054.2	2,465.6	(588.6)	(4) Vocational Rehabilitation of Disabled Persons	2,465.6	2,900.0	(434.4)
220.5	632.0	411.5	(5) Other Items	632.0	676.5	(44.5)
212,110.6	241,530.1	29,419.5	Subtotal	241,530.1	238,663.3	2,866.8
218,358.6	**247,640.5**	**29,281.9**	**Total Revenue**	**247,640.5**	**245,394.3**	**2,246.2**

Department of Family Services

Five-Year Expenditure and Staffing Summary by Appropriation ($000)

for years ended March 31, 1987 to March 31, 1991

Appropriation	Actual/*Adjusted Expenditures									
	1986/87		1987/88		1988/89		1989/90		1990/91	
	SY	$	SY	$	SY	$	SY	$	SY	$
09-1 Administration & Finance	158.00	5,647.3	167.26	6,411.5	152.26	6,054.4	154.26	6,690.5	157.26	6,692.6
09-2 Registration & Licensing	39.00	1,126.1	39.00	1,201.8	39.00	1,293.3	39.00	1,395.4	39.00	1,393.4
09-3 Rehabilitation & Community Living	990.26	55,736.3	961.26	61,172.9	959.26	64,560.3	964.51	67,746.9	964.51	71,793.2
09-4 Child & Family Services	112.00	67,707.2	126.00	84,801.0	137.00	89,319.6	138.00	101,668.9	137.26	111,153.7
09-5 Income Security	269.27	196,780.0	271.01	217,517.8	270.27	234,353.1	285.27	251,401.4	285.27	281,373.6
09-6 Day Care, Youth & Employment Support	397.16	35,280.6[1]	328.20	48,120.9	316.36	52,725.4	309.06	58,217.0	306.06	64,089.9
Total	**1,966.17**	**362,277.5**	**1,893.21**	**419,225.9**	**1,875.11**	**448,306.1**	**1,891.06**	**487,120.1**	**1,890.32**	**536,496.4**

(1) Includes Jobs Fund programming dollars devolved to the department through the 1987/88 Adjusted Vote. Accordingly, any former Jobs Fund Programs transferred out as a result of departmental reorganizations are also reflected this year.

**Adjusted figures reflect historical data on a comparable basis in those appropriations affected by a reorganization, during the years under review.*

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1991 with comparative figures for the previous year

Estimate 1990/91	Appropriation	Actual 1990/91	Actual 1989/90	Increase (Decrease)	Expl. No.
	09-1 Administration and Finance				
$20,600	(a) Minister's Salary	$20,600	$20,500	$100	
	(b) Executive Support				
383,800	Salaries	359,100	434,300	(75,200)	
98,300	Other Expenditures	83,300	101,700	(18,400)	
	(c) Planning, Research & Intergovernmental Relations				
945,700	Salaries	906,000	900,400	5,600	
240,700	Other Expenditures	222,000	260,600	(38,600)	
	(d) Communications				
287,300	Salaries	228,100	243,200	(15,100)	
60,300	Other Expenditures	39,100	61,400	(22,300)	
	(e) Internal Audit				
273,700	Salaries	248,100	265,400	(17,300)	
17,200	Other Expenditures	11,700	17,200	(5,500)	
	(f) Agency Relations Bureau				
203,000	Salaries	126,500	99,100	27,400	
17,500	Other Expenditures	16,600	0	16,600	
	(g-1) Financial & Administrative Services				
1,892,700	Salaries	1,878,500	1,807,800	70,700	
347,700	Other Expenditures	316,000	332,700	(16,700)	
	(g-2) Program Budgeting & Reporting				
305,100	Salaries	275,400	268,300	7,100	
21,900	Other Expenditures	21,700	21,900	(200)	
	(g-3) Human Resource Services				
852,200	Salaries	829,600	840,800	(11,200)	
55,100	Other Expenditures	55,000	62,000	(7,000)	
	(g-4) Information Systems				
786,800	Salaries	756,500	682,400	74,100	
38,400	Other Expenditures	35,100	64,600	(29,500)	
	(h) Social Services Advisory Committee				
94,400	Salaries	127,700	89,300	38,400	
127,000	Other Expenditures	136,000	116,900	19,100	
7,069,400	**Total 09-1**	**6,692,600**	**6,690,500**	**2,100**	

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1991 with comparative figures for the previous year

Estimate 1990/91	Appropriation	Actual 1990/91	Actual 1989/90	Increase (Decrease)	Expl. No.
	09-2 Registration & Licensing				
	(a) Vital Statistics				
$880,800	Salaries	$863,800	$798,200	$65,600	
248,700	Other Expenditures	204,300	245,800	(41,500)	
	(b) Residential Care Licensing				
311,900	Salaries	296,900	317,500	(20,600)	
28,700	Other Expenditures	28,400	33,900	(5,500)	
1,470,100	**Total 09-2**	**1,393,400**	**1,395,400**	**(2,000)**	
	09-3 Rehabilitation & Community Living				
	(a) Administration				
341,000	Salaries	307,600	326,400	(18,800)	
329,700	Other Expenditures	293,400	286,100	7,300	
	(b) Operations				
11,604,500	Salaries	11,187,100	10,750,000	437,100	
1,467,100	Other Expenditures	1,495,300	1,354,600	140,700	
	(c) Manitoba Developmental Centre				
18,959,200	Salaries	19,148,000	18,317,300	830,700	
2,911,300	Other Expenditures	2,863,800	2,615,700	248,100	
	(d) Programs				
1,128,700	Salaries	1,071,400	806,700	264,700	1
266,700	Other Expenditures	219,400	226,900	(7,500)	
26,948,500	Financial Assistance	25,729,900	24,063,400	1,666,500	
9,228,200	External Agencies	9,477,300	8,909,300	568,000	
0	(e) General Purpose Grants	0	90,500	(90,500)	
73,184,900	**Total 09-3**	**71,793,200**	**67,746,900**	**4,046,300**	

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1991 with comparative figures for the previous year

Estimate 1990/91	Appropriation	Actual 1990/91	Actual 1989/90	Increase (Decrease)	Expl. No.
	09-4 Child & Family Services				
	(a) Administration				
$206,100	Salaries	$204,500	$188,700	$15,800	
23,000	Other Expenditures	16,900	16,600	300	
	(b) Child & Family Support				
1,958,800	Salaries	2,012,500	1,908,800	103,700	
1,073,200	Other Expenditures	619,500	812,500	(193,000)	2
50,036,600	Maintenance of Children	51,090,800	45,682,600	5,408,200	3
32,495,700	External Agencies	31,522,700	28,541,100	2,981,600	4
	(c) Seven Oaks Youth Centre				
1,616,100	Salaries	1,785,500	2,197,200	(411,700)	5
290,100	Other Expenditures	253,100	281,400	(28,300)	
	(e) Family Conciliation				
670,600	Salaries	647,400	679,800	(32,400)	
103,300	Other Expenditures	98,500	113,200	(14,700)	
	(e) Family Dispute Services				
408,600	Salaries	426,100	362,800	63,300	
213,200	Other Expenditures	83,900	286,900	(203,000)	
2,919,600	External Agencies	2,893,200	2,644,000	249,200	
	(f) Children's Special Services				
257,500	Salaries	254,900	248,400	6,500	
89,900	Other Expenditures	60,400	82,400	(22,000)	
18,584,700	Financial Assistance & External Agencies	19,183,800	17,622,500	1,561,300	
110,947,000	**Total 09-4**	**111,153,700**	**101,868,900**	**9,484,800**	

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1991 with comparative figures for the previous year

Estimate 1990/91	Appropriation	Actual 1990/91	Actual 1989/90	Increase (Decrease)	Expl. No.
	09-5 Income Security				
	(a) Central Directorate				
$1,140,600	Salaries	$1,033,300	$1,026,200	$7,100	
613,500	Other Expenditures	528,200	492,900	35,300	
	(b) Income Maintenance Programs				
7,829,300	Salaries	7,535,700	7,202,600	333,100	
2,835,000	Other Expenditures	2,739,300	3,004,500	(265,200)	
189,187,500	Financial Assistance – Social Allowances	189,680,400	171,091,300	18,589,100	6
13,301,200	Financial Assistance – Health Services	13,599,400	12,319,500	1,279,900	7
46,790,500	Financial Assistance – Municipal Assistance	51,525,300	41,291,600	10,233,700	8
	(c) Income Supplement Programs				
669,500	Salaries	619,000	547,100	71,900	
203,100	Other Expenditures	174,200	160,700	13,500	
9,300,000	Financial Assistance – 55 PLUS	8,603,900	8,727,900	(124,000)	
5,550,000	Financial Assistance – CRISP	5,334,900	5,537,100	(202,200)	
277,420,200	**Total 09-5**	**281,373,600**	**251,401,400**	**29,972,200**	

Department of Family Services

Expenditure Summary

for fiscal year ended March 31, 1991 with comparative figures for the previous year

Estimate 1990/91	Appropriation	Actual 1990/91	Actual 1989/90	Increase (Decrease)	Expl. No.
	09-6 Day Care, Youth & Employment Support				
	(a) Administration				
$342,600	Salaries	$334,200	$263,400	$70,800	
117,800	Other Expenditures	45,600	103,700	(58,100)	
	(b) Child Day Care				
1,679,800	Salaries	1,645,500	1,579,600	65,900	
438,000	Other Expenditures	398,600	497,300	(98,700)	
21,236,000	Financial Assistance	21,708,400	17,216,900	4,491,500	9
19,602,200	Grants	19,104,300	17,188,000	1,916,300	10
	(c) Youth & Regional Services				
	1 Branch Operations				
738,500	Salaries	711,300	726,200	(14,900)	
124,300	Other Expenditures	96,200	107,300	(11,100)	
7,045,200	2 Youth Programs	6,661,300	7,486,600	(825,300)	11
	3 Regional Employment Services				
1,165,700	Salaries	1,160,800	1,329,700	(168,900)	
315,300	Other Expenditures	410,700	534,000	(123,300)	
	(d) Special Programs & Immigrant Services				
	1 Branch Operations				
135,700	Salaries	126,000	123,900	2,100	
10,000	Other Expenditures	9,900	10,000	(100)	
	2 Human Resources Opportunity Program				
1,070,500	Salaries	1,069,100	1,061,900	7,200	
152,000	Other Expenditures	166,000	188,700	(22,700)	
132,800	Financial Assistance	166,800	139,400	27,400	
5,000,800	Human Resource Opportunity Centres	5,012,100	4,939,400		
(200,000)	Recoverable from Other Appropriations	(167,700)	(277,600)	109,900	
	3 Employability Enhancement				
547,200	Salaries	501,700	504,500	(2,800)	
4,409,600	Other Expenditures	3,914,400	3,520,500	393,900	
	4 Immigration & Settlement Services				
618,300	Salaries	583,800	588,800	(5,000)	
515,300	Other Expenditures	430,900	384,800	46,100	
65,197,600	**Total 09-6**	**64,089,900**	**58,217,000**	**5,872,900**	
$535,289,200	**Total Family Services**	**$536,496,400**	**$487,120,100**	**$49,376,300**	

Explanation Number:

1. Incremental costs resulting from a net increase in four staff years due to transfers, G.S.I., pay equity requirements, severance pay-out due to retirement, and reclassifications resulting from branch/divisional reorganization.
2. A delay in the detailed analysis and technical design phase of the remainder of the Child & Family Services Information System.
3. Basic maintenance volume increase at second-year rates, as per the Memorandum of Understanding with the Manitoba Foster Family Association Inc.; a three percent price increase in salaries, wages and benefits for Residential Care and Support Services, and other volume-related increases and full-year costs.
4. Child and Family Service Agencies achieving wage parity with the M.G.E.A., a three percent increase in salaries, wages and benefits to other agencies; and payments from the deficit elimination fund.
5. Related to downsizing of the centre.
6. A 5.9 percent increase in caseloads and increasing costs per case in the Social Allowances Program.
7. A 5.8 percent increase in Social Allowances Health Services caseloads and increasing per case costs.
8. A 15 percent gross increase in cases and a general price increase approximating 5.8 percent.
9. A caseload increase of 1,157 and a fee increase of $1.95 for full-time preschool care.
10. Increases in the Maintenance, Disability and Salary Enhancement Grants, and the approval of additional spaces.
11. Primarily due to attrition in the grants portion of the CareerStart program, combined with the STEP program requiring participating departments to contribute the funding for student salaries.

NOTE: 1989/90 data has been reorganized to reflect the 1990/91 structure.